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معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies



DUBAI QUALITY APPRECIATION AWARD

جائزة دبي التقديرية للجودة

WINNER OF THE YEAR 2021

الفائز لعام 2021

EIBFS

SINCE

1983



ANNUAL
TRAINING PLAN

2022

READY FOR
FUTURE

ABOUT US

Emirates Institute for Banking and Financial Studies (EIBFS), stands tall amongst its contemporaries in the field of financial education with a glorious legacy that spans over 39 years.

EIBFS offers world class training and education programs, through its state of the art campuses in Dubai, Sharjah and Abu Dhabi and through digital platforms especially its own E-Learning platform INSIGHT. EIBFS covers the entire spectrum of the banking and financial services domain. EIBFS has partnerships with world class training and academic institutions across the world aimed at sharing best practices and domain expertise.

EIBFS has been at the forefront of Emiratization initiatives in the banking sector and has contributed immensely to the national objective of developing a truly world class talent pool. EIBFS has added great value to the lives of thousands of learners by helping them with accelerated career growth in banking financial services. With 30,000 learners attending various programs in 2021, EIBFS has earned the laurel of being amongst the largest training providers in the region.



DUBAI QUALITY APPRECIATION AWARD جائزة دبي التقديرية للجودة

Institute won the Dubai Quality Appreciation Award 2021, the most prestigious Dubai Business Excellence Award constituted by Dubai Economy. The award ceremony was held virtually under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai on June 28th, 2021. The institute winning the award in appreciation of the transformational approach it adopted to develop the skills of national cadres through the best educational systems and cooperation with the best financial and educational institutions globally.

EIBFS was awarded based on several criteria evaluated by the award Committee, which included Leadership, Strategy, People, Partnership and Resources, Process, Products & Services, Customer Results, People Results, Society Results, and Business Results. To win the award, organizations are required to show strong evidence of exceptional performance in terms of customer satisfaction, product innovation, leadership, and strategy.

WINNER OF THE YEAR 2021 الفائز لعام 2021



FROM CHAIRMAN'S DESK



“ Emirates Institute for Banking and Financial Studies, has been at the forefront of leading change in financial sector education in the past four decades, touching the lives and careers of many learners. Despite the ever-evolving learning landscape, the Institute ensured that it always met industry's learning needs holistically.

It gives me immense pleasure to share that EIBFS has been awarded the prestigious Dubai Quality Appreciation award, as a recognition of our performance in the training and education space.

The disruptive changes in the financial sector, driven by digital forces, has created the need for new skills and competencies for the existing and future banking workforce. Apart from creating highly skilled future talent pool, the Institute is steadfast in its efforts to upskill and reskill the current workforce.

The new learning plan is a testimony of our vision to create industry leading benchmarks for professional excellence in all banking functions. I am pleased to know the launch of inhouse EIBFS International Professional Certifications, which are accredited by world class international Institutions. These certifications would help the learners and the industry immensely in their upskilling efforts.

EIBFS continues to play a proactive and leading role in the nationalization agenda of the UAE Government. The Institute works closely with the Central Bank of UAE, Ministry of Human Resources & Emiratization and Human Resources Authority and other stakeholders to ensure that future ready Emirati talent is groomed for all specialized areas in banking and financial services.

On behalf of the Board of Directors of EIBFS, I would like to appreciate the industry for their continuous engagement with EIBFS. I wish you a highly rewarding learning journey in the year ahead. ”

Hesham Abdullah Al Qassim
Chairman - EIBFS



FROM GM'S DESK



“ It gives me immense pleasure to present the EIBFS learning solutions for 2022, with the theme ‘Ready for the future’. At the outset, I would like to appreciate the industry for their wholehearted support and collaboration which was the cornerstone of a major achievement in the form of winning the prestigious Dubai Quality appreciation award in 2021. We believe that this is a testimony of our vision, agility in the execution and commitment to the national mandate of developing future ready talent.

The 2022 Learning Plan reflects our futuristic vision to understand the evolving nature of jobs and the related skills and competencies in the financial sector. The rapid strides made in the domains of Blockchain, Artificial intelligence, Robotic Process Automation etc. means that the skills and competencies needed for

future banking jobs could be very different from the current skillsets. In this regard EIBFS is pleased to announce the launch of its own ‘Future Banking Skills framework’, which reflects the competencies needed for future bankers around digital skills, business skills, and new mindsets.

EIBFS has the vision of setting benchmarks for specialized roles in the financial sector. We aim to create competency driven qualifications for the various jobs in the banking sector. In this regard, we are very pleased to announce the launch of Internationally accredited Professional Certifications from EIBFS covering all the specialized and futuristic areas of Banking. These certifications would be delivered as learning pathways ensuring business impact and fast-tracked career progression. We are delighted to partner with Chartered Banker Institute (CBI) UK, the world’s oldest banking Institute for the accreditation of these programs.

The 2022 plan has many new programs especially in the areas of new future skills, responsible banking, and sustainability. We are hopeful that these programs, designed in close collaboration with the industry, will immensely benefit both the industry and the learners alike. With a portfolio of over 370 courses and around 1000 program schedules, the 2022 plan will holistically cater to the needs of the industry.

EIBFS learning solutions are aligned to the national vision of developing high quality Emirati talent pool, who are ready for the future. We are delighted to work closely with the Central Bank of UAE, Ministry of Emiratization, Human Resources Authority and other stakeholders to skill, upskill and reskill the UAE national in the financial sector.

We would like to thank the industry for its collaboration and support in the design of the new 2022 learning solutions. I urge the industry to join us in this transformational journey to develop a talent pool which is agile and future ready. ”

Jamal Ahmed Al Jassmi
General Manager, EIBFS

MISSION, VISION, EIBFS VALUES

MISSION



- ▶ To constantly provide excellent banking and financial development programs to the satisfaction of our customers.
- ▶ To contribute effectively to Emiratization in the banking and finance sector.
- ▶ To upgrade and disseminate specialized knowledge in the banking and finance sector.

VISION



- ▶ To be a leading institution in providing world-class education and training in banking and finance at local, regional and international level.

EIBFS VALUES



- ▶ Professionalism
- ▶ Integrity
- ▶ Team spirit
- ▶ Accountability
- ▶ Transparency (including openness)
- ▶ Creativity
- ▶ Quality service
- ▶ Lifetime learning
- ▶ Building success
- ▶ Embracing
- ▶ Globalization

OBJECTIVES

- ▶ To raise the standard of performance of the workforce employed in the banking sector.
- ▶ To qualify UAE nationals for successful careers in the banking and financial sector.
- ▶ To attract UAE nationals who are not employed in banks, train them to apply the concepts and methods of banking, thereby augmenting the existing pool of skilled nationals.





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Emirates Institute for Banking and Financial Studies

TESTIMONIALS



EMAN ABDULRAZZAQ

Group Chief Human Resources Officer
Emirates NBD

“ EIBFS has been very flexible and accommodating in our ever-changing training needs. Their continuous program improvement helps the staff to stay abreast of the latest developments in the banking industry. EIBFS has also played a key role in the development of bespoke training programs for our staff. I am sure that the new learning solution introduced in the ATP 2022 will support the skilling, upskilling and reskilling needs of the bank industry. I would like to wish EIBFS all the best for the 2022 training year. ”



MELVIN FRASER

Acting Group CHRO
First Abu Dhabi Bank

“ FAB has had a long association with EIBFS and we have witnessed the strides, the Institution has taken in providing learning solutions to match our diverse and changing needs. In particular, the leading journey solutions designed in both functional and Digital domains to aid upskilling in these areas. EIBFS is also at the forefront of developing qualified UAE Nationals and is a preferred partner in this space.

Our experience with the institute has been a positive one and we consider them as a valuable member of our development ecosystem. We look forward to a long and mutually beneficial relationship as we respond to the rapidly evolving capability building needs of our sector. ”



AHMED YOUSEF

Chief Human Resources Officer
RAK BANK

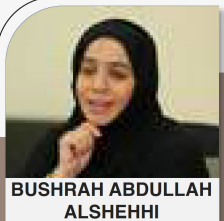
“ We have worked closely with EIBFS for several of our training needs and requirements. EIBFS has been a partner to the bank in developing different learning solutions for different speciality fields within the bank. I can confidently say that the dealings between the bank and EIBFS has been very professional, efficient and they have provided exceptional training to the Bank's staff. We wish EIBFS all success with the ATP 2022. ”



CORNEL FOURIE

Chief Human Resources Officer
Dubai Islamic Bank

“ As an organisation that places great importance on the development and empowering of Emirati talent we are impressed with the offerings and learning solutions offered by EIBFS. The continuous updation of these offerings and the ever-changing mode of delivery makes EIBFS a leader in the field of teaching and learning in the banking sector. As a bank we are very proud to be associated with EIBFS. ”



**BUSHRAH ABDULLAH
ALSHEHHI**

Head of Human Resources - UAE
Abu Dhabi Islamic Bank

“ EIBFS is a key partner of ADIB in our people development agenda. The continuous uncertainty resulting from Covid showed agility in the training delivery by EIBFS. This resulted in us having a very positive experience with the different learning solutions offered by EIBFS. We were impressed with EIBFS's range of courses and depth of coverage. The ATP 2022 boasts a series of interesting courses, which I believe will offer a truly rewarding learning experiences to potential learners and adequately prepare them to be bankers of the future. ”



**MARWAN SALEM
ABUNWAS AL MUHAIRI**

Chief Human Resources Officer
Emirates Islamic

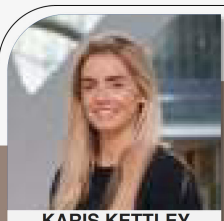
“ The Covid disruption demanded a training partner who can continually adapt to the ever-changing training needs of the banking industry. EIBFS has been in the forefront of digital learning technology adoption to the benefit of the banking industry. Over the last number of years EIBFS has delivered programs that is meaningful and appropriate for the modern-day banker. The ATP 2022 reflects the new normal in learning and it would help learners and the banking industry to be agile. ”



ABDULLA EDHAM

Regional HR Head
Citi Bank

“ The ability of EIBFS to continuously adapt to different training needs helped us in providing the best learning experience to our employees. EIBFS has also been supportive in advising us on our nationalisation requirements. I would like to congratulate EIBFS on the use of digital learning resources in their program delivery. This has enabled us to continue training our staff during these difficult Covid times. We wish all the learners and the banking industry a rewarding learning journey in 2022. ”



KARIS KETTLEY

Acting Head of Human Resources
Commercial Bank of Dubai

“ EIBFS has been at the forefront for technical and behavioral training needs for CBD employees and in particular for our UAE national employees. The training solutions delivered via in-classroom, virtual or through E-Learning have been adept and responsive to changing circumstances. Over the years, we have had a positive and engaging experience with EIBFS. They have made significant improvements in both the range of learning initiatives and the communication with stakeholders across our Bank. ”

LEARNING NEEDS ANALYSIS

HOW WE UNDERSTAND THE CLIENT NEEDS

Multi-stage Industry Driven Learning Need Analysis



LEARNING SOLUTIONS: WHAT'S NEW

01

EIBFS International Certificates

Certified blended learning
journeys in

- ▶ Fintech
- ▶ Risk Management
- ▶ Compliance
- ▶ Data Analytics
- ▶ Fraud Management
- ▶ Treasury Management
- ▶ Trade Finance
- ▶ Quality and Innovation
- ▶ Islamic Retail Banking
- ▶ Internal Audit
- ▶ Wealth Management
- ▶ Corporate Relationship Manager
- ▶ Credit Analysis
- ▶ English Communication

Mode :
Class/VILT, E-Learn & Mentoring

04

Professional Certificates

4 New Professional Certificates.

- ▶ CGSS - Certified Global Sanctions Specialist Certification
- ▶ Certificate in Green and Sustainable Finance
- ▶ Certificate in Climate Risk
- ▶ CIPD - Chartered Institute of Personnel and Development Certification

03

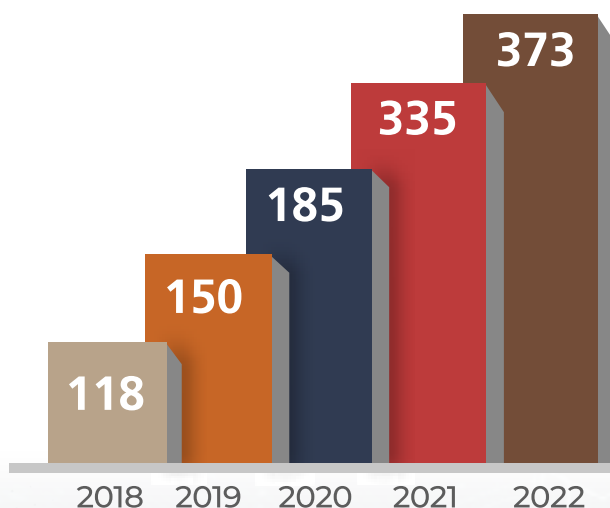
Insight E-learning

- ▶ Self paced E-learning of around 150 courses in Banking and Finance

02

Learning Bundles

- ▶ Learning bundles are a group of recommended courses which covers a specific skill or competency

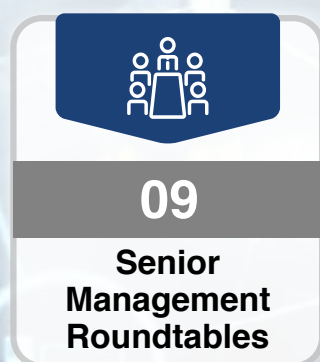
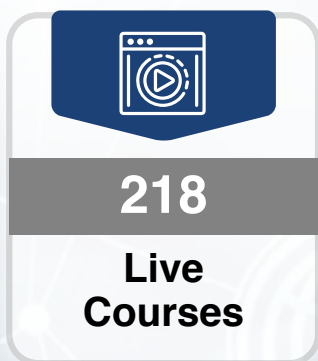


2022 Portfolio:

IN DEPTH COVERAGE OF
BANKING DOMAIN AS LIVE
COURSES, PROFESSIONAL
CERTIFICATES AND
E-LEARNING.

E-LEARNING

EIBFS LEARNING SOLUTIONS 2022



HOW TO EFFECTIVELY USE THE LEARNING PLAN

The Annual Learning Plan 2022 features selection of unique of courses and delivery methods tailored for the requirements of different levels of audience.

COURSE TYPES

BLENDED LEARNING PATHWAYS

EIBFS Blended Learning pathways are learning journeys aimed at developing a holistic understanding of different functional domain.

The pathways which typically takes 1 - 2 quarters for completion, has a series of classroom/live sessions, Micro-learning, E-learning, and mentoring sessions with the subject matter experts. More details can be found in the EIBFS Pathways category.

FLIPPED PROGRAM

A Flipped program combines E-learning with classroom/live sessions. All the learners attending the course will acquire the basic knowledge of the topic by mandatorily attending the E-learning module before attending the classroom/live session.

This program is designed in a way that the classroom session covers the practical aspects of the course, while the basic concepts are acquired via E-learning, making learning more impactful.

VIRTUAL INTERACTIVE LIVE TRAINING (VILT)

VILT sessions are instructor led live sessions delivered via EIBFS LMS where the learners can interact with the trainer on the live platform and through engagement tools.

The session timings are from 9 AM - 1:30 PM for the VILT courses.

MICRO-LEARNING

Micro-learning courses are short focused self-paced learning courses, delivered as recorded e-learning on EIBFS Insight platform.

A Micro-learning course covers a very specific topic and has a course run time of around 30 minutes. The course contains course videos, learning checks and assessments.

E-LEARNING

E-Learning is defined as full-fledged recorded self-paced courses which cover a topic comprehensively. The E-learning course delivered on EIBFS Insight platform has course videos, downloadable course materials and assessments to gauge the learning.

The typical run time of a E-learning course is around 2 hours while the actual completion time varies from one learner to another.

SIMULATION PROGRAM

These are courses where simulated environment and activities are used for the delivery of the classes. This involves hands on applications by the participants thus helping them to acquire the relevant practical skills for workplace. EIBFS has state of the art simulation room for financial markets and treasury programs.

GAMIFIED COURSES

These are courses where the learning outcomes of the program will be achieved through well designed games and lectures. The participants will work together in various activities and each activity will be followed by the discussion of the learnings.

COURSE LEVELS

FOUNDATION PROGRAMS

Foundation Programs are meant for learners who are new to the topic to build conceptual building blocks on the domain. This will ensure conceptual clarity before proceeding to specialized areas.

INTERMEDIATE PROGRAMS

Intermediate Programs add to the foundation programs by adding key skill-sets to help the learner relate their learnings to the selected practical domain.

SPECIALIZATION PROGRAMS

These courses represent key technical topics within a larger domain. These are focused courses and can be attended only with relevant work experience or after completion of the prerequisites. These courses will carry an assessment at the end of the program.

PRACTITIONERS TRACK

These are advanced programs facilitated by industry experts designed for the practitioners in the area to discuss real use cases and ensure peer to peer learning.

MASTERCLASSES

These are very specialized advanced courses to be delivered by experts in the domain. These courses should be attended only after acquiring relevant conceptual knowledge of the topic based on the learning pathway and/or relevant experience in the domain.



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Emirates Institute for Banking and Financial Studies



OUR PARTNERS



KAPLAN

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

معهد الدراسات المصرفية
IBS INSTITUTE OF BANKING STUDIES

THE HONG KONG INSTITUTE OF BANKING
HKIB

AAOIFI
الهيئة العامة للإفتاء
الائتمانية والائتمانية
AL ISLAMIC FINANCIAL INSTITUTIONS

GARP | Global Association
of Risk Professionals

ACAMS
Advancing Financial
Crime Professionals
Worldwide

CIMA

المعهد المصرفي
The Institute of Banking

BIBF
LEADING EXCELLENCE

CISI
CHARTERED INSTITUTE FOR
SECURITIES & INVESTMENT

كلية الدراسات المصرفية والمالية
College of Banking and Financial Studies

الصكوك الوطنية
NATIONAL BONDS

CIPD
Chartered Institute
of Personnel and
Development

IQF
International Quality Federation

Saïd
Business
School

APABI

DIFC
FinTech Hive

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Code	SENIOR MANAGEMENT ROUNDTABLES	Level	Course Type	Page No.
1666	Artificial Intelligence & Machine learning insights for leaders	SPECIALIZATION	Class/VILT	50 - 53
1667	Blockchain for leaders	SPECIALIZATION	Class/VILT	
1668	Fintech & digital transformation overview for senior management	SPECIALIZATION	Class/VILT	
1670	Capital planning in banks	SPECIALIZATION	Class/VILT	
1671	Corporate governance for leaders	SPECIALIZATION	Class/VILT	
1672	Cybersecurity essentials for senior management	SPECIALIZATION	Class/VILT	
1673	Tone at the top - creating a compliance culture	SPECIALIZATION	Class/VILT	
1674	Blue ocean strategy for leaders	SPECIALIZATION	Class/VILT	
1675	Leading in a disruptive era	SPECIALIZATION	Class/VILT	

Code	FINTECH & ANALYTICS	Level	Course Type	Page No.
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1814	Fintech 101	FOUNDATION	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1815	Blockchain 101	INTERMEDIATE	Class/VILT	
1816	Artificial intelligence & Machine learning 101	INTERMEDIATE	Class/VILT	
1817	Internet of things (IOT) applications in financial sector	INTERMEDIATE	Class/VILT	
1818	Cybersecurity essentials for all	INTERMEDIATE	Class/VILT	
1812	Data consolidation & analysis using Excel	INTERMEDIATE	Class/VILT	
1819	Statistical analysis using Excel	INTERMEDIATE	Class/VILT	
6065	Data driven decision making	INTERMEDIATE	E-Learn	
6009	Presenting data effectively using pivot table and charts	INTERMEDIATE	E-Learn	
6095	Beginner's guide in using Excel	INTERMEDIATE	E-Learn	
6118	A beginner's guide to Excel macros	INTERMEDIATE	E-Learn	
6292	Effective data presentation using charts	INTERMEDIATE	E-Learn	
6127	Introduction to Cryptocurrencies - Focused Lecture Series	INTERMEDIATE	E-Learn	
6329	Beginners guide on Power BI for Visualization	INTERMEDIATE	E-Learn	
6330	Beginners Guide on Statistics for Bankers	INTERMEDIATE	E-Learn	
6331	Predictive Analytics Measurements in Excel	INTERMEDIATE	E-Learn	
6332	Data Cleaning and Organizing using Excel	INTERMEDIATE	E-Learn	
6333	Advance Chart options in Excel.	INTERMEDIATE	E-Learn	
6216	Excel primer	INTERMEDIATE	E-Learn	
6310	Basics of python	INTERMEDIATE	E-Learn	
6311	Using numpy in python	INTERMEDIATE	E-Learn	
6312	Using pandas in python	INTERMEDIATE	E-Learn	
6313	Creating advance charts using python part 1	INTERMEDIATE	E-Learn	
6314	Creating advance charts using python part II	INTERMEDIATE	E-Learn	
6334	Regression analysis using python	INTERMEDIATE	E-Learn	

1824	Agile 101	SPECIALIZATION	Class/VILT	64 - 79
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1826	Islamic fintech 101	SPECIALIZATION	Class/VILT	
1837	Cryptocurrency 101	SPECIALIZATION	Class/VILT	
1835	Robotic process automation	SPECIALIZATION	Class/VILT	
1808	Financial modeling using Excel	SPECIALIZATION	Class/VILT	
1827	Dashboard creation using excel	SPECIALIZATION	Class/VILT	
1830	Introduction to sales analytics	SPECIALIZATION	Class/VILT	
1831	Introduction to fraud analytics	SPECIALIZATION	Class/VILT	
1836	SQL primer for data analysis	SPECIALIZATION	Class/VILT	
1839	Data visualization using Power BI	SPECIALIZATION	Class/VILT	
6232	Dashboard using Tableau public	SPECIALIZATION	E-Learn	
1841	Cloud Applications 101	SPECIALIZATION	Class/VILT	
1843	Open Banking and API	SPECIALIZATION	Class/VILT	
1845	Payment Tech	SPECIALIZATION	Class/VILT	
1840	Analytics using R	SPECIALIZATION	Class/VILT	
1842	Data Storytelling and decision making for managers	SPECIALIZATION	Class/VILT	
1678	HR Analytics	SPECIALIZATION	Class/VILT	
1828	Blockchain practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1829	Cybersecurity practitioner's track	PRACTITIONERS TRACK	Class/VILT	
1832	Artificial intelligence & Machine learning practitioner's track	PRACTITIONERS TRACK	Class/VILT	
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1224	Cash flow statement analysis	FOUNDATION	Class/VILT	
5168	Identifying red flags using financial statements	FOUNDATION	Class/VILT	
1219	Credit proposal writing	INTERMEDIATE	Class/VILT	
1220	Current economic trends	INTERMEDIATE	Class/VILT	
1217	Retail credit cycle	INTERMEDIATE	Class/VILT	
1202	Credit appraisal methods	INTERMEDIATE	Class/VILT	
1232	Credit analysis using bank statement	INTERMEDIATE	Class/VILT	
1231	Identifying business opportunities from financial statement	INTERMEDIATE	Class/VILT	

1425	Treasury solutions for relationship managers	INTERMEDIATE	Class/VILT
1205	Retail problem loan management	INTERMEDIATE	Class/VILT
6350	Balance sheet analysis	INTERMEDIATE	E-Learn
6351	Corporate banking credit products	INTERMEDIATE	E-Learn
6352	Corporate banking Non-Credit products	INTERMEDIATE	E-Learn
6353	Exposure at default & Loan given default	INTERMEDIATE	E-Learn
6354	Credit risk measurement probability of default	INTERMEDIATE	E-Learn
6355	Financial ratios	INTERMEDIATE	E-Learn
6356	Income statement analysis	INTERMEDIATE	E-Learn
6357	Credit analysis using DuPont analysis	INTERMEDIATE	E-Learn
6358	Early warning system for problem loans	INTERMEDIATE	E-Learn
6359	Understanding income statement, balance sheet and financial ratios	INTERMEDIATE	E-Learn
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1234	Fraud & AML red flags for relationship managers	SPECIALIZATION	Class/VILT
1207	Real estate & contracting finance	SPECIALIZATION	Class/VILT
1209	Syndicated loans	SPECIALIZATION	Class/VILT
1218	Corporate debt restructuring	SPECIALIZATION	Class/VILT
1227	IFRS – 9 for credit professionals	SPECIALIZATION	Class/VILT
1228	Risk Adjusted Return on Capital (RAROC)	SPECIALIZATION	Class/VILT
1229	Credit documentation	SPECIALIZATION	Class/VILT
1233	IFRS – 15 revenue from contracts	SPECIALIZATION	Class/VILT
1221	Cash management and transaction banking	SPECIALIZATION	Class/VILT
1239	Supply chain finance	SPECIALIZATION	Class/VILT
1235	Financial institution credit analysis	SPECIALIZATION	Class/VILT
1237	Interpreting external credit rating for corporates	SPECIALIZATION	Class/VILT
1238	Risk mitigation using insurance	SPECIALIZATION	Class/VILT
1206	Project financing masterclass	MASTERCLASS	Class/VILT
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1419	Time value of money applications	FOUNDATION	Class/VILT	92 - 103
1430	Simulated financial market experience for beginners	FOUNDATION	Simulation	
1412	Treasury insights for Non-Treasury staff	FOUNDATION	Class/VILT	
1405	Foreign exchange (FX) primer	FOUNDATION	Class/VILT	
1439	Green and Sustainable Finance 101	FOUNDATION	Class/VILT	
1422	Debt capital markets (DCM) & Fixed income	INTERMEDIATE	Flipped	
1428	Corporate finance	INTERMEDIATE	Class/VILT	
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1431	Money markets	INTERMEDIATE	Class/VILT	
1407	Derivatives	INTERMEDIATE	Class/VILT	
1433	Asset & Liabilities management primer	INTERMEDIATE	Class/VILT	
1418	Treasury operations	INTERMEDIATE	Class/VILT	

1427	Treasury & portfolio management bourse game	INTERMEDIATE	Class/VILT	92 - 103
1437	Investment asset classes & vehicles	INTERMEDIATE	Class/VILT	
1954	Futures pricing, margining and Settlement process	INTERMEDIATE	E-Learn	
1435	Credit derivatives	INTERMEDIATE	E-Learn	
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6269	Introduction to futures contracts	INTERMEDIATE	E-Learn	
6270	Introduction to options contracts	INTERMEDIATE	E-Learn	
6272	Option pricing	INTERMEDIATE	E-Learn	
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6274	Bond yields	INTERMEDIATE	E-Learn	
6275	Bond yield curves & analysis	INTERMEDIATE	E-Learn	
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1953	Advanced option strategy	SPECIALIZATION	Class/VILT	
1438	Portfolio creation and asset allocation	SPECIALIZATION	Class/VILT	
6271	Introduction to swap contracts	SPECIALIZATION	Class/VILT	
1424	ISDA Documentation	SPECIALIZATION	Class/VILT	
1414	Exotic options & structured products masterclass	MASTERCLASS	Class/VILT	
1411	Equity research masterclass	MASTERCLASS	Class/VILT	

Code	COMPLIANCE & AUDIT	Level	Course Type	Page No.
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1934	AML for non compliance staff	FOUNDATION	Class/VILT	
1935	CBUAE regulations: Corporate	FOUNDATION	Class/VILT	
1936	CBUAE regulations: Retail	FOUNDATION	Class/VILT	
1928	Internal audit	FOUNDATION	Class/VILT	
1959	Digital banking frauds	FOUNDATION	Class/VILT	
6259	Internal fraud	INTERMEDIATE	E-Learn	
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6266	Card frauds	INTERMEDIATE	E-Learn	
6228	Cheque fraud prevention	INTERMEDIATE	E-Learn	

6241	How strong is your password?	INTERMEDIATE	E-Learn	104 - 117
6239	European union directives	INTERMEDIATE	E-Learn	
6267	GOAML & STR	INTERMEDIATE	E-Learn	
6240	Financial intelligence units (FIU)	INTERMEDIATE	E-Learn	
6256	Ultimate beneficial ownership (UBO)	INTERMEDIATE	E-Learn	
6253	Politically exposed persons (PEPS)	INTERMEDIATE	E-Learn	
6125	Methods of money laundering	INTERMEDIATE	E-Learn	
6140	Money laundering red flags	INTERMEDIATE	E-Learn	
6141	AML risk based approach	INTERMEDIATE	E-Learn	
1957	KYC and CDD	INTERMEDIATE	Class/VILT	
1961	Transactions monitoring foundations	INTERMEDIATE	Class/VILT	
6328	Anti-Bribery and corruption	INTERMEDIATE	E-Learn	
1225	Identifying red flags using financial statements	SPECIALIZATION	E-Learn	
1831	Introduction to fraud analytics	SPECIALIZATION	E-Learn	
1818	Cybersecurity essentials for all	SPECIALIZATION	E-Learn	
1946	Document screening and signature examination	SPECIALIZATION	Class/VILT	
1955	Fraud investigations	SPECIALIZATION	Class/VILT	
1938	Sanctions monitoring	SPECIALIZATION	Class/VILT	
1901	AML Laws, regulations and international guidelines	SPECIALIZATION	Class/VILT	
1825	Regtech 101	SPECIALIZATION	Class/VILT	
1951	SCA regulations: An overview	SPECIALIZATION	Class/VILT	
1952	General data protection regulation (GDPR) essentials	SPECIALIZATION	Class/VILT	
1937	Common reporting standards (CRS)	SPECIALIZATION	Class/VILT	
1922	FATCA rules and regulations	SPECIALIZATION	Class/VILT	
1949	Treasury audit	SPECIALIZATION	Class/VILT	
1948	AML audit	SPECIALIZATION	Class/VILT	
1950	Credit audit	SPECIALIZATION	Class/VILT	
1520	Sales audit	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1958	Sanctions compliance standards	SPECIALIZATION	Class/VILT	
1956	IT Security risk and audit	SPECIALIZATION	Class/VILT	
1945	Fraud prevention and detection masterclass	MASTERCLASS	Class/VILT	
1939	Effective compliance monitoring system masterclass	MASTERCLASS	Class/VILT	

Code	RISK MANAGEMENT & GOVERNANCE	Level	Course Type	Page No.
1911	Risk management in banks	FOUNDATION	Class/VILT	118 - 125
1914	Credit risk management	INTERMEDIATE	Class/VILT	
1913	Market risk management	INTERMEDIATE	Class/VILT	
1910	Operational risk management	INTERMEDIATE	Class/VILT	
1909	Liquidity risk management	INTERMEDIATE	Class/VILT	
1921	Key risk indicators in risk management	INTERMEDIATE	Class/VILT	

6261	Internal capital adequacy assessment process	INTERMEDIATE	E-Learn	118 - 125
6262	Funds transfer pricing	INTERMEDIATE	E-Learn	
6263	Black Swan event	INTERMEDIATE	E-Learn	
6264	Risk appetite & Risk tolerance	INTERMEDIATE	E-Learn	
6265	Value at Risk (VAR)	INTERMEDIATE	E-Learn	
6074	IFRS 9 - for credit professionals	INTERMEDIATE	Class/VILT	
1931	Transfer pricing	SPECIALIZATION	Class/VILT	
1909	Business continuity planning	SPECIALIZATION	Class/VILT	
1228	Risk adjusted return on capital (RAROC)	SPECIALIZATION	Class/VILT	
1942	Stress testing masterclass	MASTERCLASS	Class/VILT	
1941	Basel insights masterclass	MASTERCLASS	Class/VILT	
1962	Enterprise Risk Management (ERM)	MASTERCLASS	Class/VILT	

Code	ISLAMIC BANKING	Level	Course Type	Page No.
1702	Introduction to Islamic banking	FOUNDATION	Flipped	126 - 135
1713	Islamic asset products	FOUNDATION	Class/VILT	
1714	Islamic liability products	FOUNDATION	Class/VILT	
1722	Card products in Islamic banks	INTERMEDIATE	Class/VILT	
1715	Islamic corporate working capital and trade products	INTERMEDIATE	Class/VILT	
1716	Islamic equity & investment products	INTERMEDIATE	Class/VILT	
1717	Sukuk	INTERMEDIATE	Flipped	
6222	AAOIFI Shari'ah standard on Murabahah	INTERMEDIATE	E-Learn	
6221	AAOIFI Shari'ah standard on Ijarah	INTERMEDIATE	E-Learn	
6283	AAOIFI Shari'ah standard on gold and its trading parameters in Shari'ah	INTERMEDIATE	E-Learn	
6284	AAOIFI Shari'ah standard on sale of debt	INTERMEDIATE	E-Learn	
6285	Shari'ah compliance guidelines for Islamic products and transactions	INTERMEDIATE	E-Learn	
6286	Code of ethics for Islamic finance professionals (AAOIFI guidelines)	INTERMEDIATE	E-Learn	
6287	Letter of credit in Islamic bank	INTERMEDIATE	E-Learn	
6288	Personal financing through commodity Murabaha	INTERMEDIATE	E-Learn	
6289	Card products in Islamic banks	INTERMEDIATE	E-Learn	
6290	Vehicle Murabahah	INTERMEDIATE	E-Learn	
6117	Islamic Banking investment products	INTERMEDIATE	E-Learn	
1718	Islamic derivatives & Hedging products	SPECIALIZATION	Class/VILT	
1826	Islamic Fintech 101	SPECIALIZATION	Class/VILT	
1721	AAOIFI standards for Islamic banking products and transactions	SPECIALIZATION	Class/VILT	
1719	AAOIFI accounting standards masterclass	MASTERCLASS	Class/VILT	
1720	Risk management in Islamic banking masterclass	MASTERCLASS	Flipped	

Code	RETAIL, OPERATIONS & TRADE FINANCE	Level	Course Type	Page No.
1123	Introduction to banking: A new joiners perspective	FOUNDATION	Class/VILT	136 - 145
1102	Banking practice and law in the UAE	FOUNDATION	Class/VILT	
1121	Value added tax	FOUNDATION	Class/VILT	
1107	Financial planning	INTERMEDIATE	Class/VILT	
1120	Card operations	INTERMEDIATE	Class/VILT	
1101	Bank guarantees	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1111	Trade finance primer	INTERMEDIATE	Class/VILT	
1126	Retail banking products	INTERMEDIATE	Class/VILT	
1125	Retail banking operations	INTERMEDIATE	Class/VILT	
1122	Incoterms	INTERMEDIATE	Class/VILT	
1126	Finance for non-finance	INTERMEDIATE	Class/VILT	
6260	Documentary collections	INTERMEDIATE	E-Learn	
6261	Trade finance documents examination	INTERMEDIATE	E-Learn	
1131	Budgeting and cost control for managers	INTERMEDIATE	Class/VILT	
1239	Supply chain finance	SPECIALIZATION	Class/VILT	
1130	Trade based financial crimes	SPECIALIZATION	Class/VILT	
1013	CBUAE Consumer protection standards for frontline managers	SPECIALIZATION	Class/VILT	
1014	CBUAE Consumer protection for sales	SPECIALIZATION	Class/VILT	
1012	CBUAE Consumer protection standards for frontline staff	SPECIALIZATION	Class/VILT	
1132	Procurement and vendor management	SPECIALIZATION	Class/VILT	
1113	Trade finance documents examination (ISBP) Masterclass	MASTERCLASS	Class/VILT	
1124	Trade finance - Masterclass	MASTERCLASS	Class/VILT	

Code	PERSONAL DEVELOPMENT & LEADERSHIP SKILLS	Level	Course Type	Page No.
1638	Aspiring manager program	FOUNDATION	Class/VILT	146 - 159
1609	Stress management	FOUNDATION	Class/VILT	
1626	Giving effective feedback	FOUNDATION	Class/VILT	
1627	Personal branding	FOUNDATION	Class/VILT	
1628	Managing change & Uncertainty	FOUNDATION	Class/VILT	
1629	Work life balance	FOUNDATION	Class/VILT	
1631	Diversity, equality & inclusion	FOUNDATION	Class/VILT	
1634	Managing multiple tasks, Priorities, Deadlines	FOUNDATION	Class/VILT	
1623	Getting most out of your 24 hours	FOUNDATION	Class/VILT	
1639	Introduction to neuro linguistic programming (NLP)	FOUNDATION	Class/VILT	
1640	Basic arabic communication for non-native speakers	FOUNDATION	Class/VILT	
1662	Mindfulness 101	FOUNDATION	Class/VILT	
6210	Business etiquette	FOUNDATION	E-Learn	
6003	Managing stress at workplace	FOUNDATION	E-Learn	

1643	Art of networking	FOUNDATION	Class/VILT	146 - 159
1236	Campus to corporate	FOUNDATION	Class/VILT	
1649	Creating engaging presentations	FOUNDATION	Flipped	
1650	Learning to learn 101	FOUNDATION	Class/VILT	
1641	Coaching skills for managers	INTERMEDIATE	Class/VILT	
1637	New manager program	INTERMEDIATE	Class/VILT	
1617	Project management	INTERMEDIATE	Class/VILT	
1616	Learning need analysis	INTERMEDIATE	Class/VILT	
1613	Performance management & Appraisal	INTERMEDIATE	Class/VILT	
1635	Building & Leading high-Performance team	INTERMEDIATE	Class/VILT	
1612	Leading with emotional intelligence	INTERMEDIATE	Class/VILT	
1632	Intrapreneurship	INTERMEDIATE	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1648	Leadership fundamentals	INTERMEDIATE	Class/VILT	
1647	Leadership communications	INTERMEDIATE	Class/VILT	
6060	Working from home: Tips & Tricks	INTERMEDIATE	E-Learn	
6063	Staying positive during disruptive times	INTERMEDIATE	E-Learn	
6076	Overcoming procrastination	INTERMEDIATE	E-Learn	
6120	English punctuation	INTERMEDIATE	E-Learn	
6124	Creating goodwill with emails	INTERMEDIATE	E-Learn	
6131	Happy life	INTERMEDIATE	E-Learn	
6139	Productive presentations	INTERMEDIATE	E-Learn	
6130	Introduction to mindfulness	INTERMEDIATE	E-Learn	
1677	Creative thinking and problem solving	INTERMEDIATE	Class/VILT	
1679	Influence without authority	INTERMEDIATE	Class/VILT	
1680	Team Work and Collaboration	INTERMEDIATE	Class/VILT	
1681	Treating People of Determination with Sensitivity	INTERMEDIATE	Class/VILT	
1314	Professional Email Correspondence	INTERMEDIATE	Class/VILT	
1624	Talent acquisition & Succession planning	SPECIALIZATION	Class/VILT	
1645	Train the trainer	SPECIALIZATION	Class/VILT	
1646	Balance score card	SPECIALIZATION	Class/VILT	
1678	HR Analytics	SPECIALIZATION	Class/VILT	
1676	Leading remote teams	SPECIALIZATION	Class/VILT	

Code	INNOVATION, QUALITY & BUSINESS EXCELLENCE	Level	Course Type	Page No.
1001	Basics of business process management	FOUNDATION	Flipped	160 - 167
6298	Process map and process calculations	FOUNDATION	E-Learn	
6317	Gantt chart	FOUNDATION	E-Learn	
6300	Histogram	FOUNDATION	E-Learn	
6301	Pareto chart	FOUNDATION	E-Learn	
6304	Control chart	FOUNDATION	E-Learn	
6302	Hypothesis testing	FOUNDATION	E-Learn	

6064	Research methodology for business research	INTERMEDIATE	E-Learn	160 - 167
1002	Business process Re-Engineering	INTERMEDIATE	Flipped	
1007	Seven tools of quality	INTERMEDIATE	Class/VILT	
1008	Change management	INTERMEDIATE	Flipped	
1003	Lean six sigma	INTERMEDIATE	Flipped	
1824	Agile 101	INTERMEDIATE	Class/VILT	
1009	Kanban	INTERMEDIATE	Class/VILT	
1525	Customer experience	INTERMEDIATE	Class/VILT	
1011	Blue ocean strategy	INTERMEDIATE	Class/VILT	
1822	Design thinking essentials	INTERMEDIATE	Class/VILT	
1632	Intrapreneurship	INTERMEDIATE	Class/VILT	
1015	Understanding EFQM Model (Dubai Quality Awards)	INTERMEDIATE	Class/VILT	
1017	RCA and Complaint Management	INTERMEDIATE	Class/VILT	
6307	Basics of Quality	INTERMEDIATE	E-Learn	
1531	Customer journey mapping	SPECIALIZATION	Class/VILT	
1016	Agile Project Management	SPECIALIZATION	Class/VILT	

Code	MARKETING, SALES & CUSTOMER SERVICE	Level	Course Type	Page No.
1523	Customer service game	FOUNDATION	Class/VILT	168 - 177
1525	Customer experience	FOUNDATION	Class/VILT	
1526	Customer service on social media	FOUNDATION	Class/VILT	
1508	Powerful telesales skills	FOUNDATION	Class/VILT	
1519	Negotiation skills	FOUNDATION	Class/VILT	
1509	Business etiquette	FOUNDATION	Class/VILT	
1522	Handling objections	FOUNDATION	Class/VILT	
1524	Art of cross selling	FOUNDATION	Class/VILT	
1513	CBUAE consumer protection law	FOUNDATION	Class/VILT	
1528	Key account management	INTERMEDIATE	Class/VILT	
1515	Social media and digital marketing	INTERMEDIATE	Class/VILT	
1512	Effective selling techniques	INTERMEDIATE	Class/VILT	
1514	Managing successful sales team	INTERMEDIATE	Class/VILT	
1511	New banking products development	INTERMEDIATE	Class/VILT	
1530	Closing Skills	INTERMEDIATE	Class/VILT	
1520	Sales audit	SPECIALIZATION	Class/VILT	
1531	Customer Journey Mapping	SPECIALIZATION	Class/VILT	
1014	CBUAE Consumer protection standards for Sales	SPECIALIZATION	Class/VILT	
1527	Social media and digital marketing - Practitioner's track	PRACTITIONERS TRACK	Class/VILT	

Code	BUSINESS COMMUNICATION	Level	Course Type	Page No.
1649	Creating engaging presentations	INTERMEDIATE	Class/VILT	178 - 182
1314	Professional email correspondence	INTERMEDIATE	Class/VILT	
1317	Delivering speeches or Presentations	INTERMEDIATE	Class/VILT	
6322	English Grammar: The Four Present Tenses	INTERMEDIATE	E-Learn	
6323	English Grammar: The Four Past Tenses	INTERMEDIATE	E-Learn	
6324	English Grammar: The Four Future Tenses	INTERMEDIATE	E-Learn	
6325	English Grammar: Modal Verbs	INTERMEDIATE	E-Learn	
6326	English Grammar: Conditionals	INTERMEDIATE	E-Learn	
6327	Effective Reading Strategies	INTERMEDIATE	E-Learn	
1529	Business writing	SPECIALIZATION	Class/VILT	
1318	Writing proposals & reports	SPECIALIZATION	Class/VILT	
1315	Communicating across cultures	SPECIALIZATION	Class/VILT	
1316	Crafting persuasive messages	SPECIALIZATION	Class/VILT	



معهد الإمارات للدراسات
المصرفية والمالية

Emirates Institute for
Banking and Financial Studies

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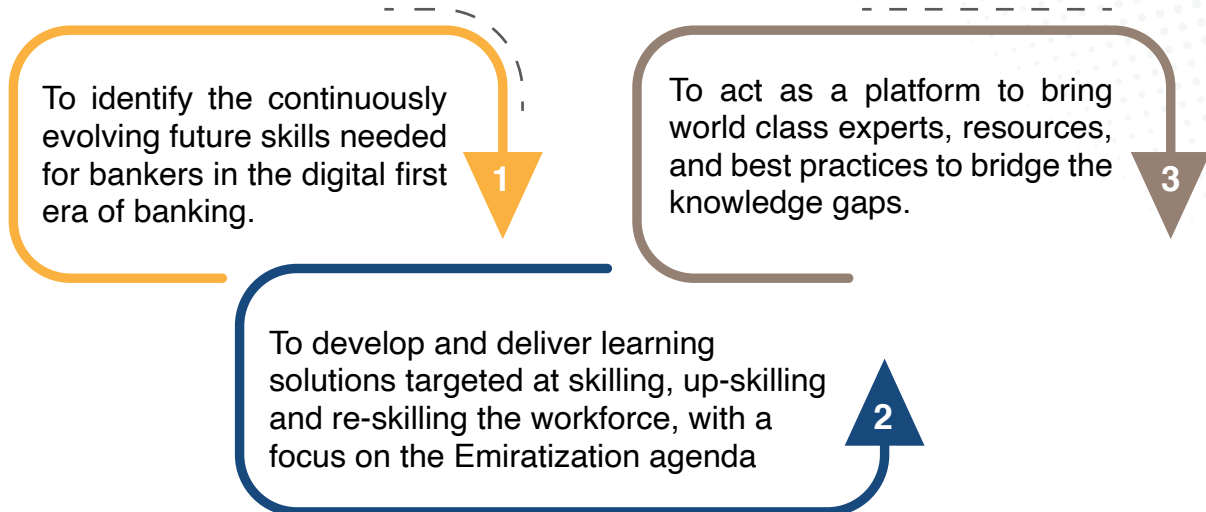
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EIBFS FUTURE SKILLS FRAMEWORK

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EIBFS FUTURE SKILLS FRAMEWORK

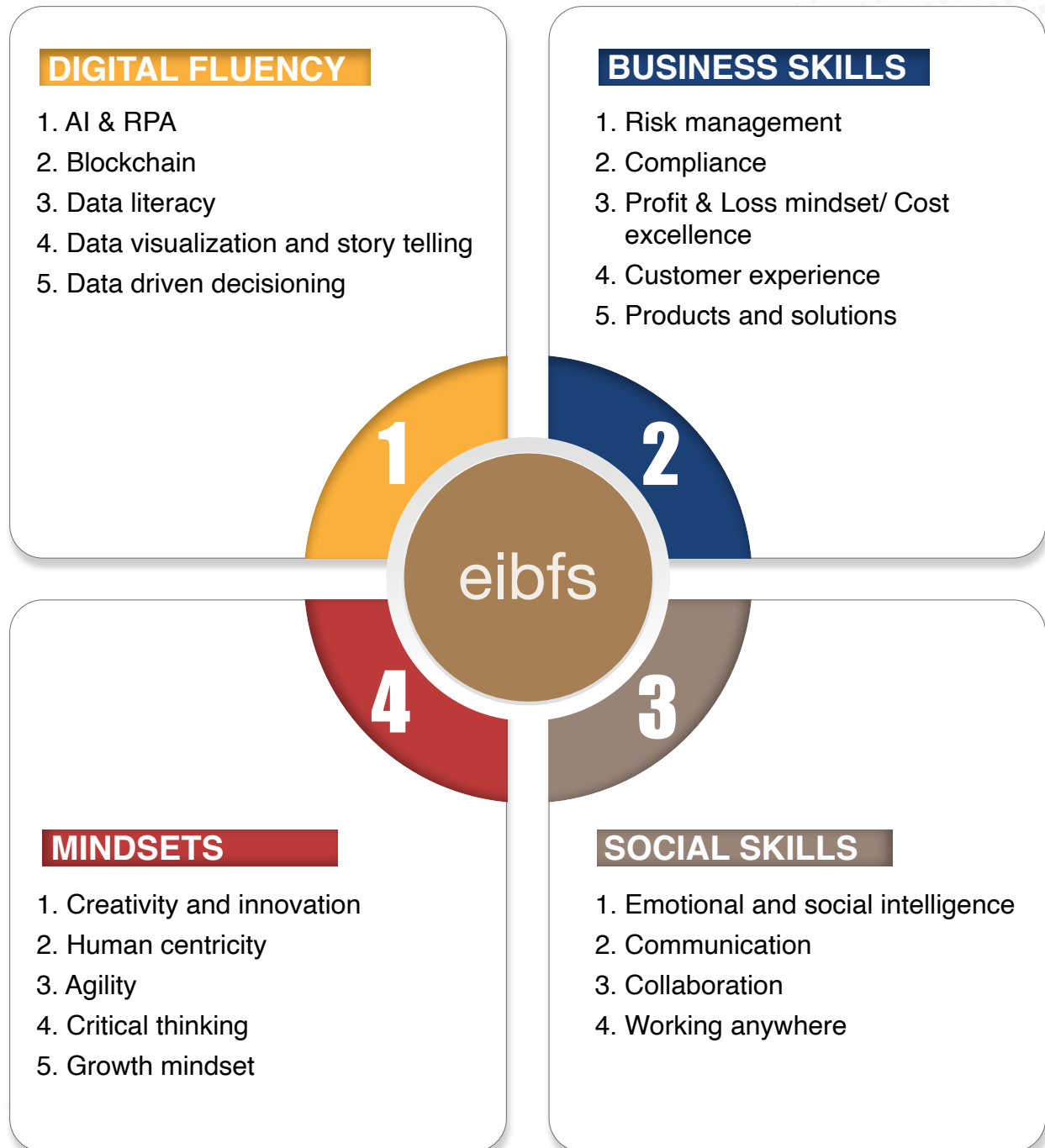
Objectives



OUR PARTNERS



EIBFS FUTURE SKILLS FRAMEWORK



References:

McKinsey Future of banking talent/ Cambridge: Future skills framework for workforce nationalization in UAE.

FUTURE SKILLS FRAMEWORK: MAJOR INITIATIVES

Based on the EIBFS Future Skills Framework, specific bespoke programs can be designed and delivered in collaboration with the partners to meet the specific requirements of the Banks

1 EIBFS FINTECH PATHWAY

Objective:

The pathway aims at providing knowledge and skills for bankers in the fintech and digital domain with a focus on applying technology in the banking domain.

Course Coverage Areas:

- Fintech
- Robotic Process Automation
- Artificial Intelligence (AI)
- Cloud
- Open Banking
- Payment Tech
- Blockchain
- Internet of Things (IoT)
- Cybersecurity

2 EIBFS DATA ANALYTICS PATHWAY

Objective:

The pathway aims at providing knowledge, skills, and tools to effectively use data for decision making.

Course Coverage Areas:

- Data Consolidation & Analysis using Excel
- Dashboard using Excel
- Data Visualization using Power BI
- Statistical Analysis using Excel
- Dashboard using Tableau
- Analytics using Python
- Introduction to Fraud Analytics
- Introduction to Sales Analytics

3 FUTURE PROOF BANKER

Objective:

To impart holistic awareness of the disruptive changes in the financial sector and prepare the learners to future proof their career from technical and emotional perspective.

Course Coverage Areas:

- Digital Disruption and Technology Awareness.
- Emerging Technology and Impact.
- Social and Emotional Intelligence at Disruptive Workplace.
- Embracing Change and Innovation.

4 DIGITAL FIRST BANKER

Objective:

To re-orient the skill sets of the existing workforce for being effective and productive in a Digital First Banker world.

Course Coverage Areas:

- Digital First Banking.
- Customer Service in Digital First Banking era.
- Data Literacy.
- Digital Frauds.

5 STRATEGIC LEADERSHIP IN THE ERA OF DISRUPTION

Objective:

The program delivered in collaboration with the Said Business School University of Oxford aims at developing leaders who can effectively lead their business and workforce through the disruptive era.

This two week program emphasizes on core areas like strategic thinking and alignment, understanding disruption, decision making under uncertainty.

Core Focus Areas

- Industry Disruption
- Mind of the Strategist
- Leading Self and Others



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02

EIBFS INTERNATIONAL CERTIFICATIONS

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“In its continuous efforts to lead excellence in financial education, EIBFS is delighted to introduce internationally accredited specialized certifications in all key areas of banking and other futuristic domains. This initiative is a testimony of our futuristic vision to create competency driven benchmarks for banking jobs in UAE. We are pleased to collaborate with Chartered Banker Institute UK to deliver these qualifications to support the skilling, up-skilling and re-skilling initiatives of the UAE banking sector. I urge the industry and the learners to optimally leverage this opportunity to upskill themselves and remain relevant in the disruptive era of banking”.

Jamal Ahmed Al Jassmi
General Manager, EIBFS



“

Chartered Banker Institute is delighted to work with EIBFS to accredit its core courses in the EIBFS Annual Training Plan 2022. In doing so, we recognise the high standard and quality of EIBFS' training provision, helping banking and finance professionals and their employers in this important region build their capacity and capabilities. As the oldest banking institute in the world, the Chartered Banker Institute's global impact and influence continues to grow, with members and students in more than 100 countries worldwide and a growing network of partner institutes, including EIBFS. We are delighted to be working with EIBFS to promote excellence in professional financial education.

Simon Thompson
Chief Executive, Chartered Banker Institute



ABOUT EIBFS INTERNATIONAL CERTIFICATIONS

The EIBFS learning pathways are now internationally accredited. The successful learners will be awarded a joint international certification by EIBFS and Chartered Banker Institute, UK.

Chartered Banker Institute (CBI), established in 1875, was awarded the Royal Charter in 1975. CBI is UK's largest Bankers Institute with over 30,000 members in different parts of the world.

CERTIFICATION FRAMEWORK



01. DURATION

- ▶ The learning pathway is designed over a period of 1 - 2 quarters.
- ▶ The successful learners will be awarded a joint certificate by EIBFS and CBI after the final assessment.

02. ASSESSMENT

- ▶ There will be formative and summative assessments during each learning pathway.
- ▶ Completion of all the courses is mandatory to qualify for certification.
- ▶ Summative assessment will be an objective online assessment conducted 4 times in a year covering all the topics covered in the learning pathway.
- ▶ The pass percentage for successful completion of the international certification is 60%.

03. PROGRAM INVESTMENT

- ▶ As these programs are part of EIBFS Annual Training Plan (ATP), there will not be any additional training cost.
- ▶ However, an assessment and certification fee of AED 1750 + VAT per person will apply for candidates appearing for the certification.

04. TARGET AUDIENCE

- ▶ The learning pathway is targeted at an intermediate to advanced level focused on creating a working knowledge of the domain.
- ▶ The ideal target audience is individual contributors with few years experience and/or new graduates being groomed for functional areas.
- ▶ Existing experienced employees in the domain looking forward to updating their skills and getting certified can also join the pathway.

05. RECOGNITION OF PRIOR LEARNING

- ▶ Learners who have attended the courses in the pathway at EIBFS in 2020 and 2021, can be exempt from attending these courses upon producing certificate of attendance.

CREATING BUSINESS IMPACT FROM PATHWAY: SUGGESTIONS

1. Job Placement in respective domain while undertaking the learning journey

- To ensure effective learning which translates to business impact, it is important that the learner is placed in the some domain while undergoing the learning journey.

2. Line Manager Involvement : Debriefing sessions

- As the topics are highly technical in nature and involve practical aspects, the learning effectiveness is optimal when the line manager gets involved in the learning.
- It is suggested that post each topic there is a one on one debriefing session.

PATHWAY COHORT DETAILS

1	EIBFS INTERNATIONAL CERTIFICATE IN FINTECH (EICF)	Batch 1	Batch 2	Batch 3	Batch 4
	Fintech 101 (Also available as E-Learn)	28 Feb	28 Mar	04 Oct	23 Oct
	Cybersecurity Essentials for All	14 Mar	11 Apr	18 Oct	06 Nov
	Open Banking and API	21 Mar	18 Apr	20 Oct	09 Nov
	Blockchain 101	27 Mar	25 Apr	27 Oct	15 Nov
	Artificial Intelligence & Machine Learning 101	30 Mar	28 Apr	30 Oct	20 Nov
	Cloud Applications 101	10 Apr	08 May	06 Nov	27 Nov
	Robotic Process Automation (RPA)	17 Apr	15 May	09 Nov	30 Nov
	Payment Tech	24 Apr	22 May	16 Nov	07 Dec
	Internet of Things (IoT) Applications in Financial Sector	28 Apr	29 May	23 Nov	08 Dec

2	EIBFS INTERNATIONAL CERTIFICATE IN RISK MANAGEMENT (EICRM)	Batch 1	Batch 2	Batch 3	Batch 4
	Risk Management in Banks	28 Mar	18 Apr	14 Sep	25 Oct
	Fraud Prevention and Detection Masterclass	11 Apr	09 May	02 Oct	01 Nov
	Operational Risk Management (Also available as E-Learn)	24 Apr	11 May	05 Oct	06 Nov
	Business Continuity Planning	09 May	15 May	10 Oct	09 Nov
	Key Risk Indicators in Risk Management (Also available as E-Learn)	23 May	14 Jun	13 Oct	13 Nov
	Credit Risk Management	31 May	19 Jun	17 Oct	16 Nov
	Risk Adjusted Return on Capital (Also available as E-Learn)	05 Jun	21 Jun	20 Oct	20 Nov
	IFRS - 9 for Credit Professionals (Also available as E-Learn)	07 Jun	22 Jun	24 Oct	23 Nov
	Liquidity Risk Management	09 Jun	23 Jun	31 Oct	27 Nov
	Market Risk Management	12 Jun	26 Jun	07 Nov	29 Nov
	Stress Testing Masterclass	14 Jun	28 Jun	15 Nov	04 Dec
	Enterprise Risk Management	16 Jun	30 Jun	21 Nov	06 Dec

3	EIBFS INTERNATIONAL CERTIFICATE IN CORPORATE RELATIONSHIP MANAGEMENT (EICCRM)	Batch 1	Batch 2	Batch 3	Batch 4
	Identifying Business Opportunities from Financial Statements	23 Feb	21 Mar	29 Aug	13 Sep
	Understanding Income Statement, Balance Sheet Class and Financial Ratios	Mandatory E-Learn			
	Trade Finance Primer (OPTIONAL) (Also available as E-Learn)	02 Mar	27 Mar	05 Sep	20 Sep
	Treasury Solutions for Relationship Managers	03 Mar	28 Mar	06 Sep	21 Sep
	Cash Management and Transaction Banking	06 Mar	31 Mar	15 Sep	05 Oct
	Art of Cross Selling (Also available as E-Learn)	10 Mar	10 Apr	20 Sep	10 Oct
	Negotiation Skills	15 Mar	12 Apr	25 Sep	16 Oct
	Fraud & AML Red Flags for Relationship Managers	20 Mar	17 Apr	03 Oct	20 Oct
	Risk Adjusted Return on Capital – RAROC (Also available as E-Learn)	05 Jun	21 Jun	20 Oct	20 Nov
	Supply Chain Finance	30 Mar	27 Apr	10 Oct	30 Oct

4	EIBFS INTERNATIONAL CERTIFICATE IN DATA ANALYTICS (EICDA)	Batch 1	Batch 2	Batch 3	Batch 4
	Data Consolidation & Analysis using Excel	08 Mar	30 Mar	24 Aug	20 Sep
	Dashboard using Excel	22 Mar	10 Apr	07 Sep	29 Sep
	Data Visualization using Power BI (Also available as E-Learn)	23 Mar	24 Apr	21 Sep	10 Oct
	Dashboard using Tableau Public	Mandatory E-Learn			
	Statistical Analysis using Excel	11 Apr	12 May	05 Oct	20 Oct
	Analytics using Python	25 Apr	25 May	19 Oct	24 Oct
	Introduction to Fraud Analytics	08 May	06 Jun	10 Nov	30 Nov
	Introduction to Sales Analytics	23 May	20 Jun	17 Nov	04 Dec

5	EIBFS INTERNATIONAL CERTIFICATE IN COMPLIANCE (EICC)	Batch 1	Batch 2	Batch 3	Batch 4
	KYC & CDD Compliance	01 Mar	31 Mar	01 Sep	21 Sep
	AML & CFT Laws and Regulations	10 Mar	12 Apr	08 Sep	28 Sep
	European Union Directives		Mandatory E-Learn		
	Role of FATF and FSRBs		Mandatory E-Learn		
	Financial Intelligence Units (FIU)		Mandatory E-Learn		
	Ultimate Beneficial Ownership (UBO)		Mandatory E-Learn		
	Sanctions Monitoring	22 Mar	21 Apr	27 Sep	16 Oct
	Transactions Monitoring	30 Mar	26 Apr	09 Oct	30 Oct
	Trade Based Financial Crime Compliance	10 Apr	08 May	17 Oct	06 Nov
	FATCA Rules and Regulations	14 Apr	12 May	27 Oct	16 Nov
	Common Reporting Standards	20 Apr	22 May	06 Nov	27 Nov
	GDPR Essentials VLIT/ILT	24 Apr	29 May	17 Nov	29 Nov
	REGTECH	28 Apr	07 Jun	20 Nov	30 Nov
	Effective Compliance Management Masterclass	10 May	12 Jun	22 Nov	04 Dec

6	EIBFS INTERNATIONAL CERTIFICATE IN FRAUD MANAGEMENT (EICFM)	Batch 1	Batch 2	Batch 3	Batch 4
	Introduction to Financial Crimes (Also available as E-Learn)	28 Feb	29 Mar	12 Oct	27 Oct
	Cybersecurity Essentials for All	14 Mar	11 Apr	18 Oct	06 Nov
	Phishing		Mandatory E-Learn		
	Swim Swap		Mandatory E-Learn		
	Malware and Ransomware		Mandatory E-Learn		
	Internal Fraud		Mandatory E-Learn		
	How Strong is my Password		Mandatory E-Learn		
	Cheque Fraud Prevention		Mandatory E-Learn		
	Identity Crime		Mandatory E-Learn		
	Credit Card Fraud Prevention		Mandatory E-Learn		
	Document Screening and Signature Verification	28 Mar	25 Apr	25 Oct	13 Nov
	Fraud Prevention and Detection Master Class	11 Apr	09 May	01 Nov	20 Nov
	Introduction to Fraud Analytics	08 May	06 Jun	10 Nov	30 Nov
	Fraud Investigation	28 Apr	05 Jun	08 Nov	27 Nov

7	EIBFS INTERNATIONAL CERTIFICATE IN TREASURY MANAGEMENT (EICTM)	Batch 1	Batch 2	Batch 3	Batch 4
	Treasury Insights for Non-Treasury (Also available as E-Learn)	30 Mar	27 Apr	28 Aug	28 Sep
	Treasury Operations	10 Apr	12 May	05 Sep	05 Oct
	Asset & Liabilities Management Primer	17 Apr	19 May	12 Sep	12 Oct
	FX Primer (Also available as E-Learn)	24 Apr	26 May	19 Sep	19 Oct
	DCM & Fixed Income (Also available as E-Learn)	26 Apr	29 May	26 Sep	26 Oct
	Money Markets	08 May	09 Jun	03 Oct	02 Nov
	Derivatives (Also available as E-Learn)	16 May	16 Jun	10 Oct	09 Nov
	Technical Analysis	22 May	21 Jun	17 Oct	16 Nov
	Treasury & Portfolio Bourse Game	29 May	28 Jun	24 Oct	23 Nov

PATHWAY COHORT DETAILS

8	EIBFS INTERNATIONAL CERTIFICATE IN TRADE FINANCE (EICTF)	Batch 1	Batch 2	Batch 3	Batch 4
	Trade Finance Primer (Also available as E-Learn)	02 Mar	27 Mar	05 Sep	20 Sep
	Bank Guarantees (Also available as E-Learn)	07 Mar	30 Mar	12 Sep	28 Sep
	INCO Terms (Also available as E-Learn)	14 Mar	13 Apr	19 Sep	02 Oct
	Trade Finance Masterclass (Also available as E-Learn)	23 Mar	19 Apr	25 Sep	12 Oct
	Trade Finance Documents Examination (ISBP) Masterclass	28 Mar	26 Apr	03 Oct	23 Oct
	Supply Chain Finance	30 Mar	27 Apr	10 Oct	30 Oct
	Trade Based Financial Crimes	10 Apr	08 May	17 Oct	06 Nov

9	EIBFS INTERNATIONAL CERTIFICATE IN QUALITY AND INNOVATION (EICQI)	Batch 1	Batch 2	Batch 3	Batch 4
	CBUAE Consumer Protection standards awareness (Also available as E-Learn)	09 Mar	13 Apr	22 Aug	19 Sep
	Customer Journey Mapping (Also available as E-Learn)	16 Mar	14 Apr	29 Aug	28 Sep
	RCA and Complaint Management	23 Mar	24 Apr	05 Sep	05 Oct
	Basics of Process Management (Also available as E-Learn)	29 Mar	09 May	12 Sep	12 Oct
	Business Process Re-engineering (Also available as E-Learn)	10 Apr	16 May	19 Sep	18 Oct
	Lean Six Sigma	17 Apr	23 May	26 Sep	26 Oct
	Understanding EFQM Model (Dubai Quality Awards)	21 Apr	30 May	03 Oct	02 Nov
	Agile 101	27 Apr	06 Jun	10 Oct	09 Nov
	Design Thinking Essentials	08 May	13 Jun	17 Oct	16 Nov
	Creative Thinking and Problem Solving	15 May	20 Jun	24 Oct	23 Nov

10	EIBFS INTERNATIONAL CERTIFICATE IN ISLAMIC RETAIL BANKING (EICIRB)	Batch 1	Batch 2	Batch 3	Batch 4
	Introduction to Islamic Banking (Also available as E-Learn)	13 Mar	12 Apr	04 Sep	04 Oct
	Islamic Liability Products (Also available as E-Learn)	27 Mar	26 Apr	18 Sep	18 Oct
	Islamic Asset Products (Also available as E-Learn)	10 Apr	10 May	02 Oct	01 Nov
	Card Products in Islamic Banks	24 Apr	24 May	16 Oct	15 Nov
	AAOIFI Shari'ah Standard on Murabaha		Mandatory E-Learn		
	AAOIFI Shari'ah Standard on Ijarah		Mandatory E-Learn		
	Islamic Retail Banking Products – Checklist for Shari'ah Compliance		Mandatory E-Learn		

11	EIBFS INTERNATIONAL CERTIFICATE IN WEALTH MANAGEMENT (EICWM)	Batch 1	Batch 2	Batch 3	Batch 4
	Investment Asset Classes & Vehicles	13 Mar	12 Apr	11 Sep	12 Oct
	Industry Regulation		Mandatory E-Learn		
	Understanding Income Statement, Balance Sheet and Financial Ratios		Mandatory E-Learn		
	Financial Planning	27 Mar	28 Apr	19 Sep	18 Oct
	Portfolio Creation & Asset Allocation Strategies	11 Apr	10 May	25 Sep	25 Oct
	Equity Research Masterclass	20 Apr	24 May	02 Oct	02 Nov
	ESG Investing	08 May	07 Jun	10 Oct	09 Nov
	Technical Analysis	22 May	21 Jun	17 Oct	16 Nov
	Behavioral Finance	05 Jun	23 Jun	24 Oct	23 Nov
	Treasury & Portfolio Management Bourse Game	29 May	28 Jun	24 Oct	23 Nov

12	EIBFS INTERNATIONAL CERTIFICATE IN INTERNAL AUDIT (EICIA)	Batch 1	Batch 2	Batch 3	Batch 4
	Internal Audit	16 Mar	20 Apr	24 Aug	16 Oct
	Credit Audit	24 Mar	27 Apr	30 Aug	23 Oct
	Treasury Audit	31 Mar	08 May	13 Sep	30 Oct
	Sales Audit	12 Apr	12 May	27 Sep	06 Nov
	AML Audit	19 Apr	22 May	11 Oct	14 Nov
	IT Security Risk and Audit	26 Apr	29 May	25 Oct	20 Nov
	Fraud Investigations	28 Apr	05 Jun	08 Nov	27 Nov
	Effective Compliance Management Masterclass	10 May	12 Jun	22 Nov	04 Dec

13	EIBFS INTERNATIONAL CERTIFICATE IN CREDIT (EICC)	Batch 1	Batch 2	Batch 3	Batch 4
	Financial Statement Analysis Primer	08 Mar	12 Apr	04 Sep	04 Oct
	Cash Flow Statement Analysis	22 Mar	21 Apr	11 Sep	11 Oct
	Identifying Red Flags using Financial Statement (Also available as E-Learn)	10 Apr	11 May	18 Sep	18 Oct
	Early Warning Indicators for Problem Loans	Mandatory E-Learn			
	Credit Analysis using Bank Statement	19 Apr	19 May	25 Sep	25 Oct
	Credit Appraisal Methods	08 May	01 Jun	02 Oct	07 Nov
	Credit Documentation	17 May	16 Jun	10 Oct	09 Nov
	Credit Risk Management	31 May	19 Jun	17 Oct	16 Nov
	IFRS-9 for Credit Professionals (Also available as E-Learn)	07 Jun	22 Jun	24 Oct	23 Nov



EIBFS INTERNATIONAL CERTIFICATIONS

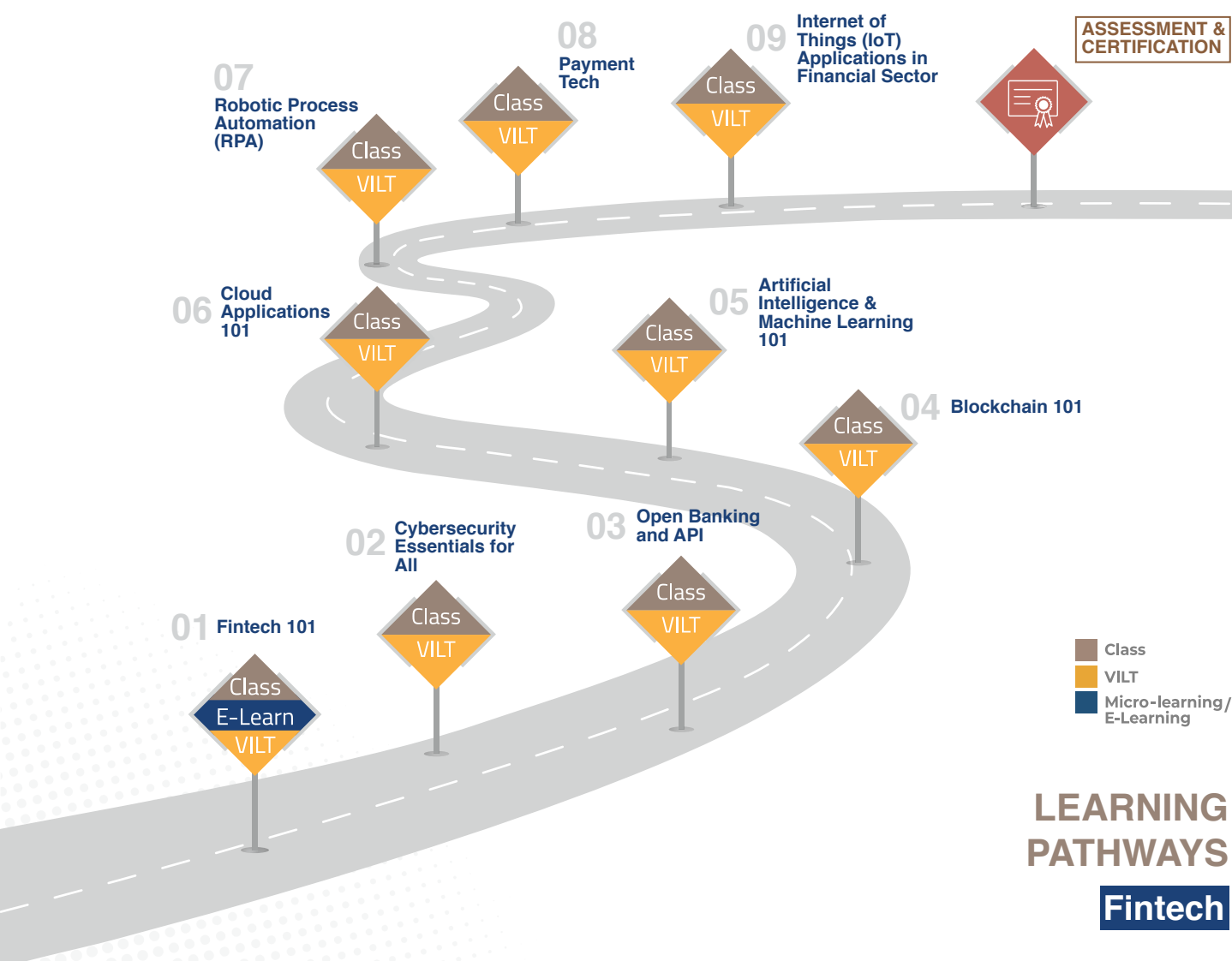
EIBFS INTERNATIONAL CERTIFICATE IN FINTECH (EICF)

Related Roles :

Officials working in the areas of digital transformation, business strategy, process improvement and from relevant business domains.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the dynamics of digital transformation in the financial services sector.
- ▶ Understand the challenges and opportunities emanating from the fintech space.
- ▶ Explore the use cases of blockchain in banking.
- ▶ Explore how the technologies like AI, ML, Cloud, IoT, RPA etc can be used in banking sector.
- ▶ Understand the role of data protection and security.



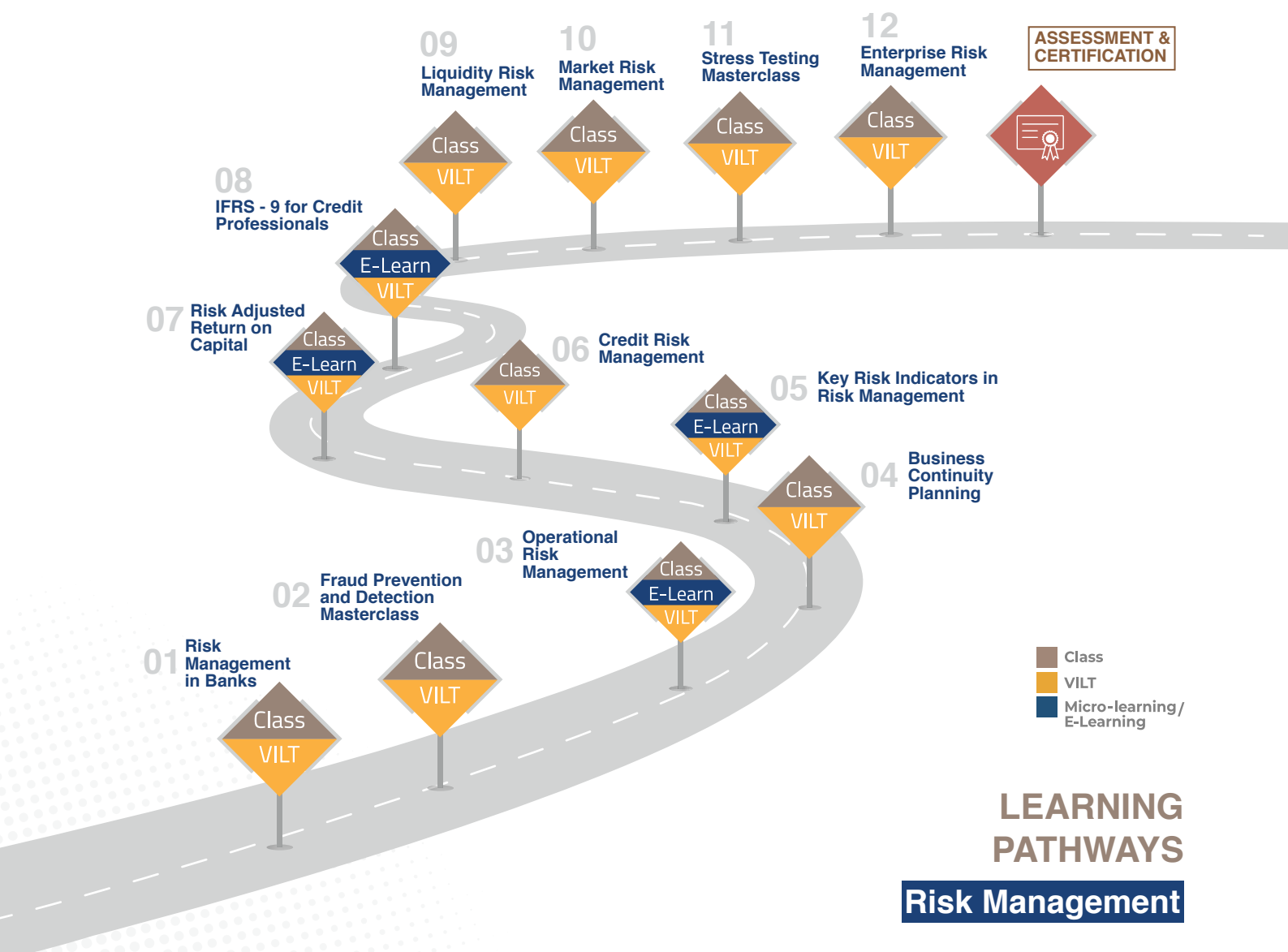
EIBFS INTERNATIONAL CERTIFICATE IN RISK MANAGEMENT (EICRM)

Related Roles :

Officials currently working in different areas of risk management and people who are looking to explore a career in the risk management domain.

Upon completion of the learning pathway, the learners should be able to:

- Understand the various risks faced by the bank and the risk management process.
- Identify, quantify, manage, monitor various risks like credit, market, operational, liquidity and other risks.
- Analyze the regulatory guidelines on capital and understand risk-based pricing.
- Understand the importance of enterprise level risk management.



EIBFS INTERNATIONAL CERTIFICATIONS

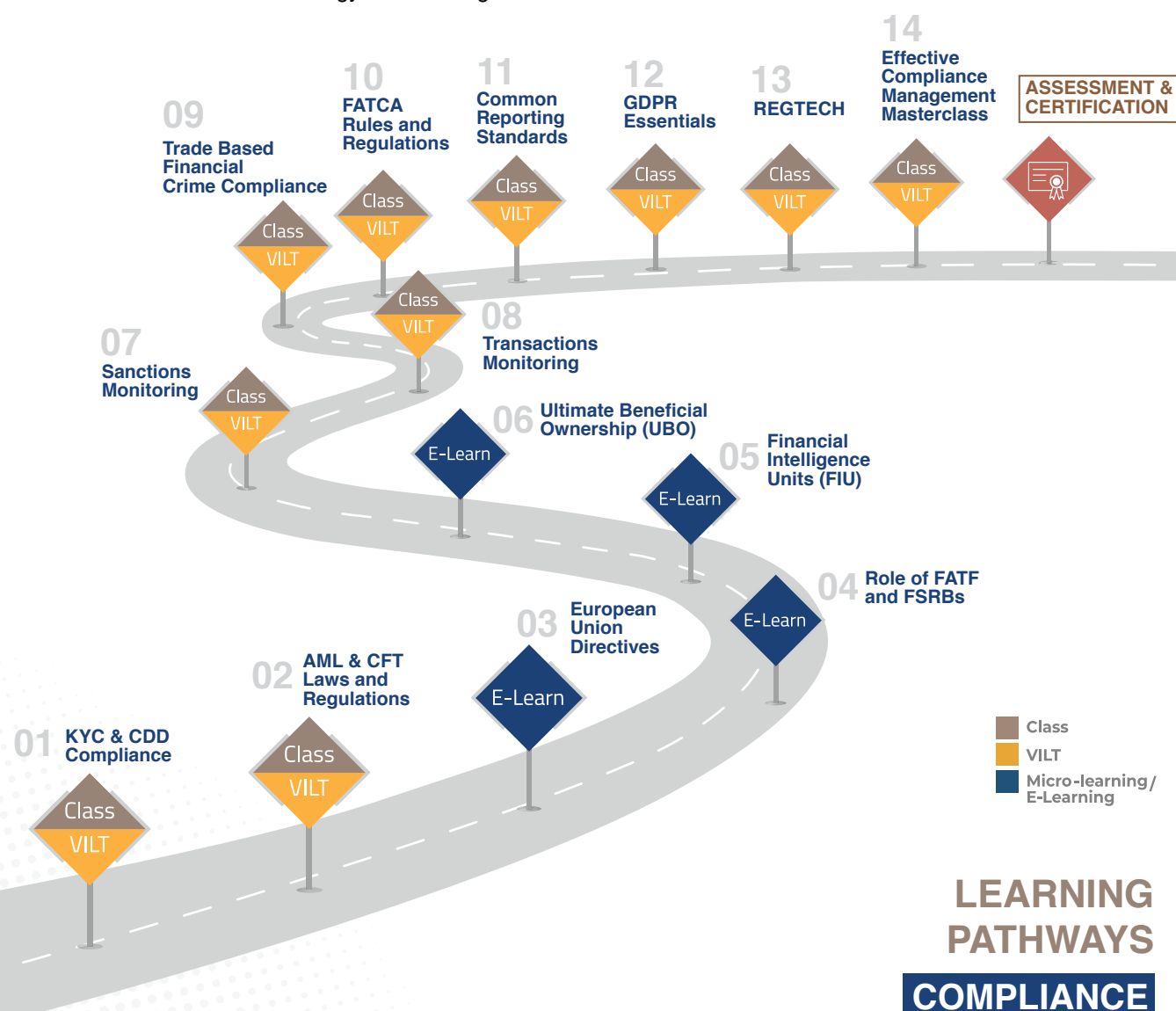
EIBFS INTERNATIONAL CERTIFICATE IN COMPLIANCE (EICC)

Related Roles :

MLRO, AML Manager, KYC & CDD Manager, Compliance Officer, Transaction Monitoring Officer, AML Sanctions Manager, Internal Auditor, FCC Compliance Officer or similar roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the AML and CFT principles based on the UAE Federal Laws and Central Bank regulations.
- ▶ Develop a working knowledge regards to the international recommendations and guidelines in the compliance domain from FATF and FSRs.
- ▶ Identify the different types of sanctions and the sanction screening process.
- ▶ Understand of international recommendations and guidelines relating AML /CFT/ FATCA /GDPR/CRS.
- ▶ Understand the role of technology in combating financial crime.



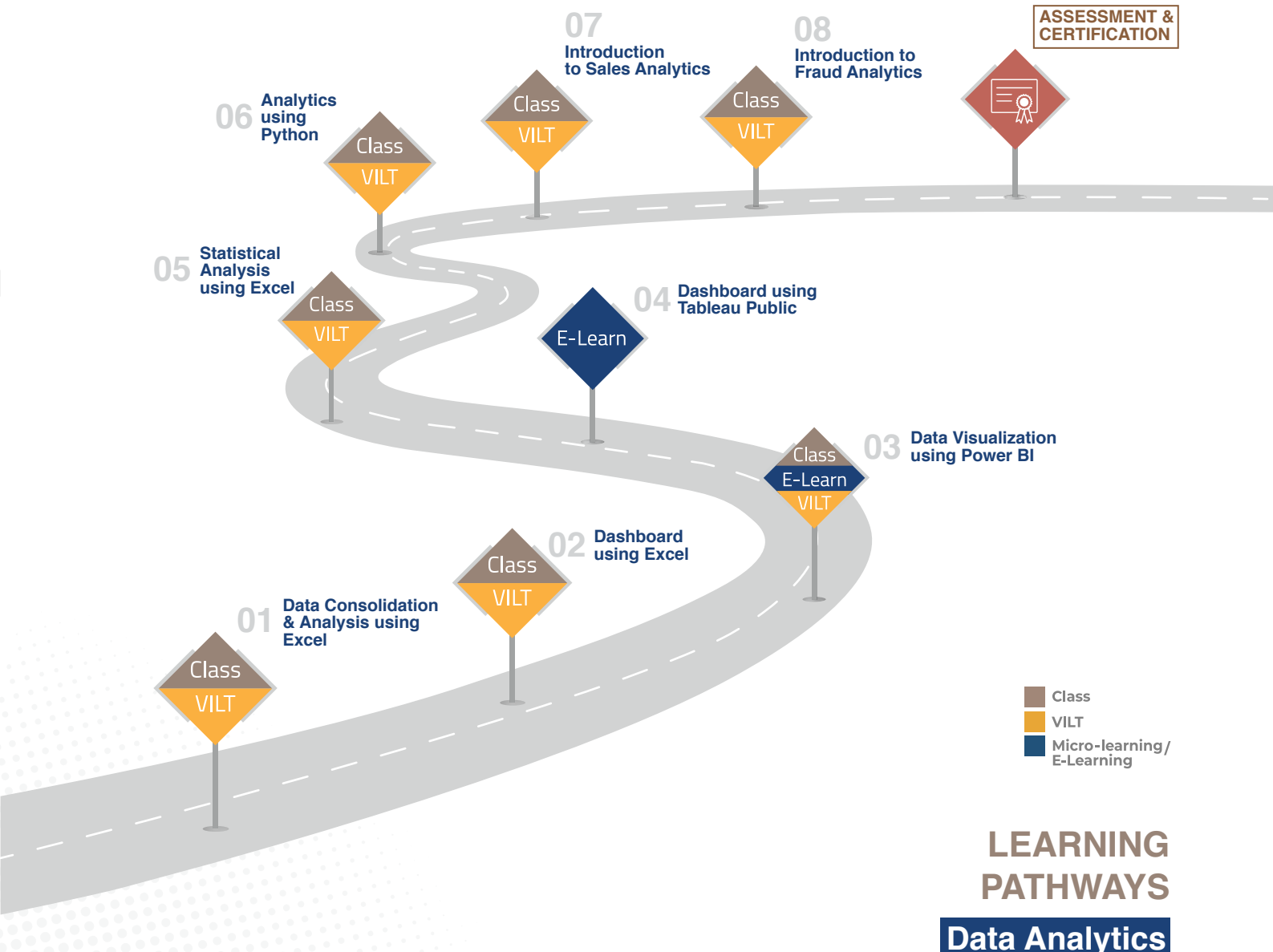
EIBFS INTERNATIONAL CERTIFICATE IN DATA ANALYTICS (EICDA)

Related Roles :

Analysts, Managers and others based on relevance.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Inspect, cleanse, transform and model data.
- ▶ Discover useful information that supports decision making.
- ▶ Present visual insights with dashboard and using charts.
- ▶ Approach business problems analytically and analyze data to generate business insights.
- ▶ Understand the usage of tools like Excel, Python, Power BI, Tableau Public.



EIBFS INTERNATIONAL CERTIFICATIONS

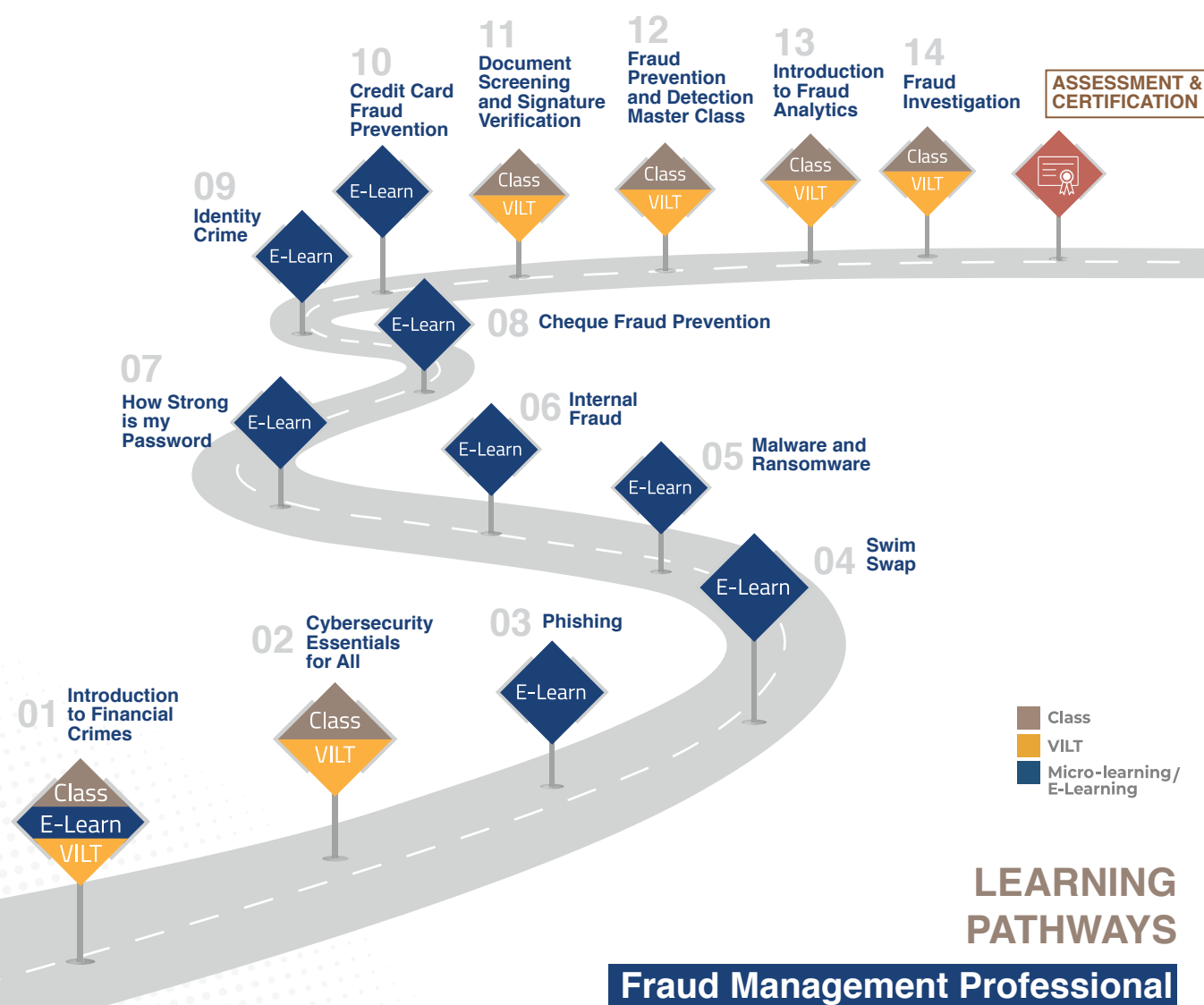
EIBFS INTERNATIONAL CERTIFICATE IN FRAUD MANAGEMENT (EICFM)

Related Roles :

Fraud Prevention and Detection Manager, Fraud Risk Monitoring Officer, Fraud Examiner, Fraud Control Unit Manager, Manager - Internal Control, Manager - Fraud Operations, Internal Auditor.

Upon completion of the learning pathway, the learners should be able to:

- Identify and prioritize of fraud risks within the organisation.
- Understand the different types and dimensions of fraud.
- Familiarize with the key aspects of fraud prevention and detection for internal controls.
- Understand the importance of fraud analytics – opportunities and challenges.
- Plan and conduct internal fraud examination.



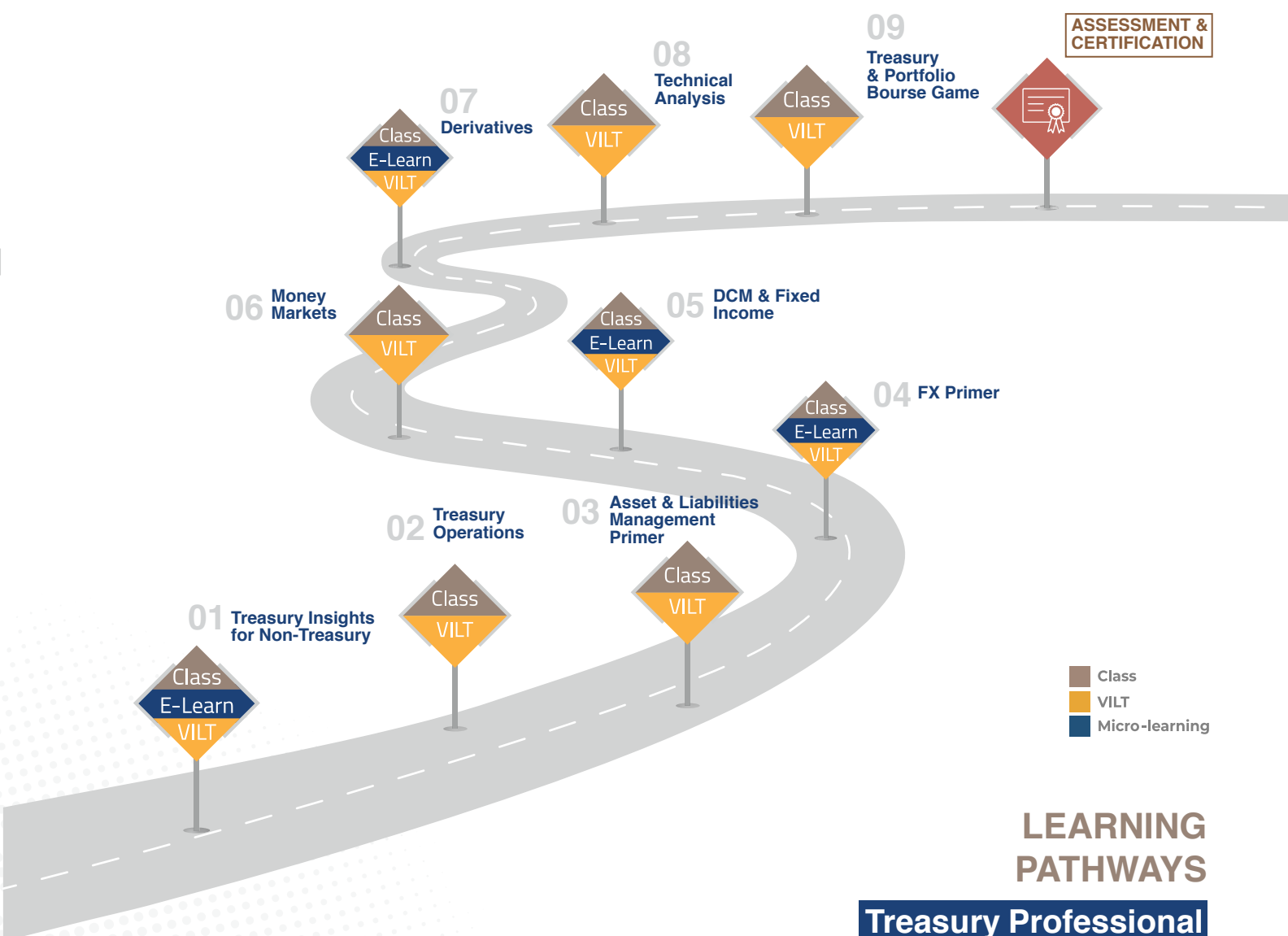
EIBFS INTERNATIONAL CERTIFICATE IN TREASURY MANAGEMENT (EICTM)

Related Roles :

Treasury Dealers, Treasury Mid Office, Treasury Back Office, Market Risk Management, Treasury Sales, Treasury Audit, and other related roles.

Upon completion of the learning pathway, the learners should be able to:

- Understand the structure, role and working of the treasury function in a bank.
- Understand the various asset classes and their application.
- Analyze how to make profitable trading and investment decisions and manage the risk on the portfolio.
- Apply the learnings to the actual dealing and trading environment.



EIBFS INTERNATIONAL CERTIFICATIONS

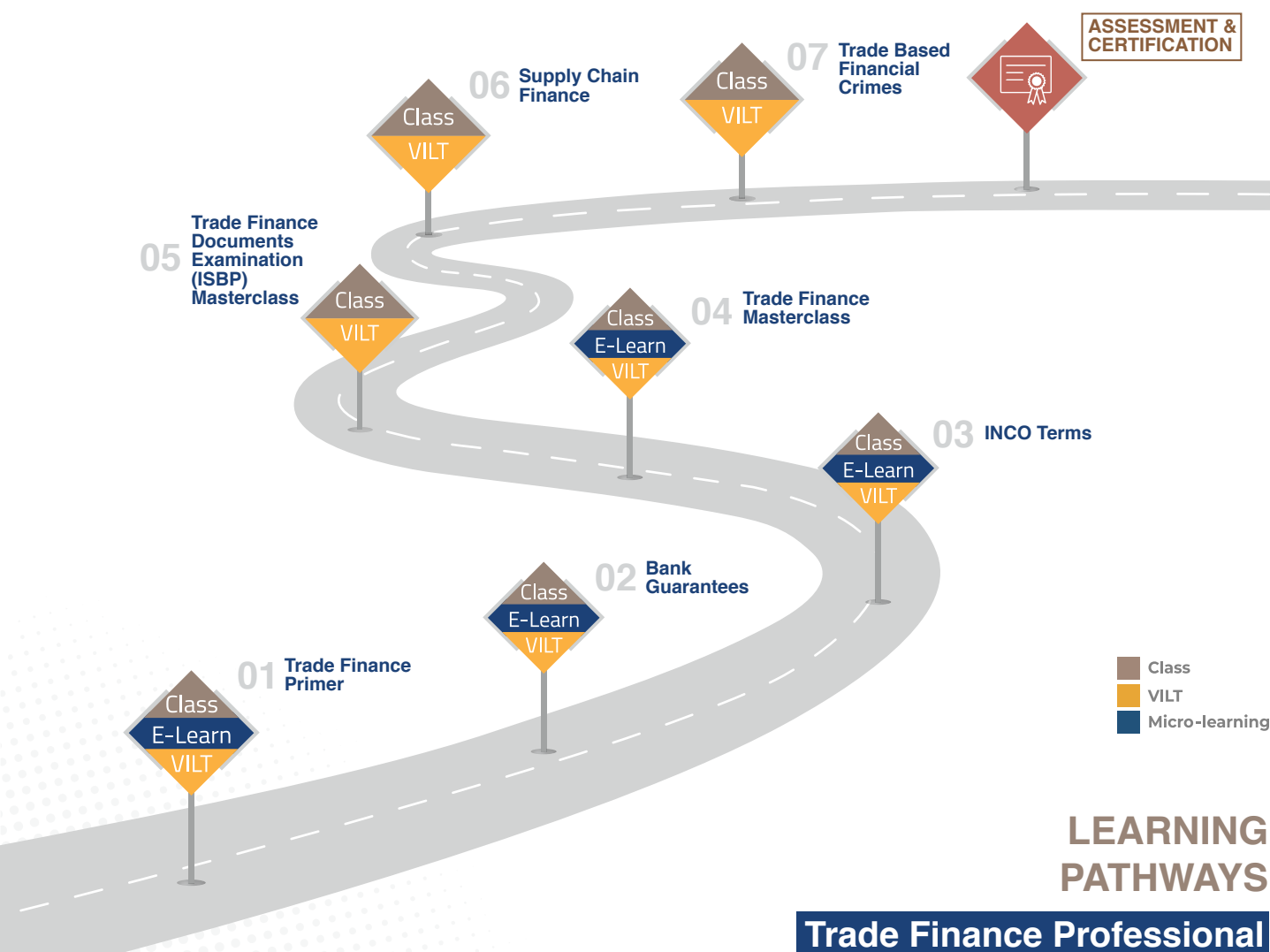
EIBFS INTERNATIONAL CERTIFICATE IN TRADE FINANCE (EICTF)

Related Roles :

Corporate Relationship Managers, Trade Finance Specialist, Officials in Trade Finance & Credit Department, Internal Auditors.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand the fundamental principles of trade finance, parties involved and their roles in traded finance.
- ▶ Understand the INCO terms, dealing with responsibilities of buyers and sellers for the delivery of goods under sales contracts for international trade.
- ▶ Determine how the practices articulated in UCP 600 are applied by documentary practitioners.
- ▶ Understand of Bank Guarantees and Standby Letters of Credit and its legal frameworks.
- ▶ Understand the various parties in the supply chain and the products offered to the clients.
- ▶ Analyze trade based money laundering and other financial crimes.



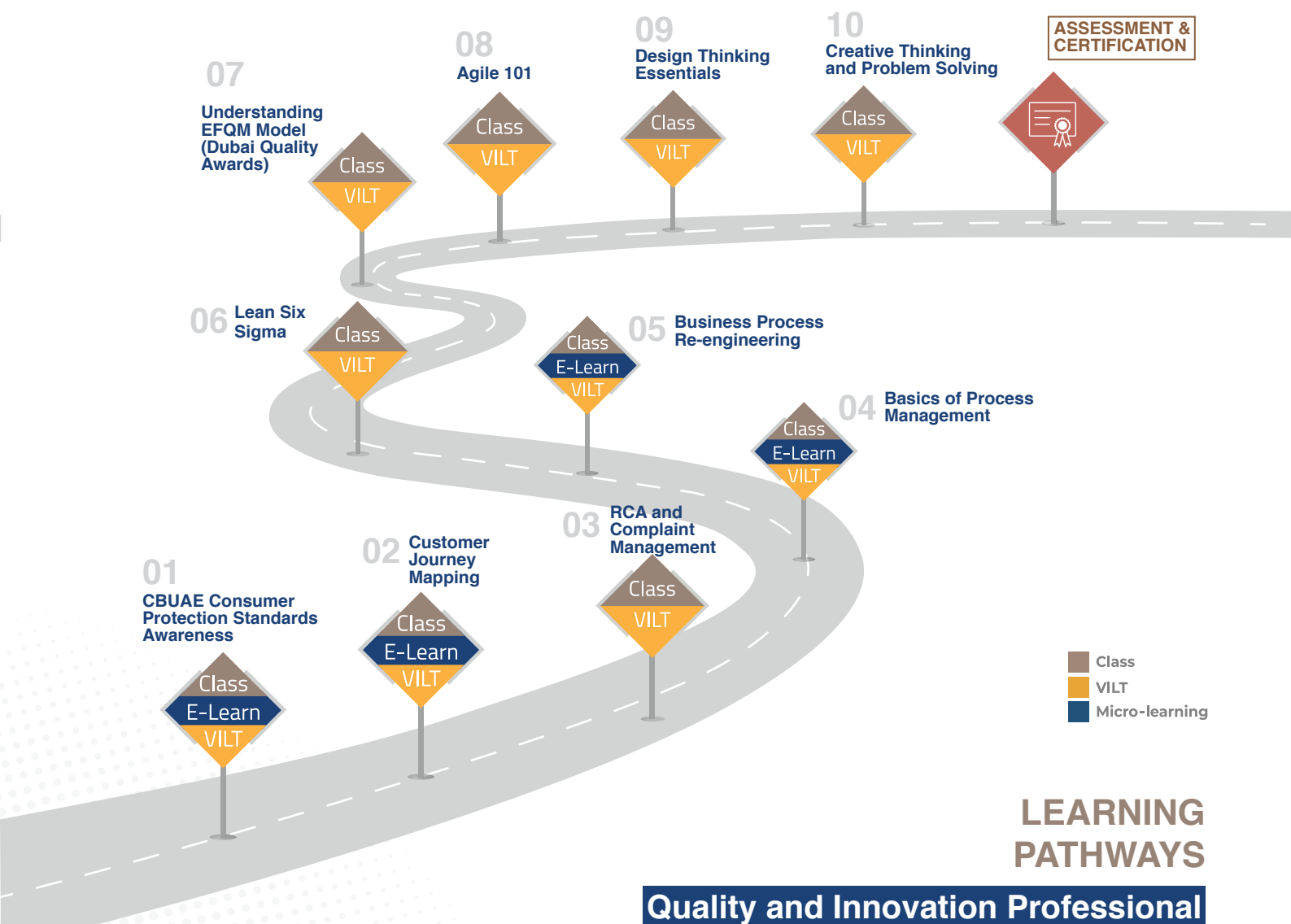
EIBFS INTERNATIONAL CERTIFICATE IN QUALITY AND INNOVATION (EICQI)

Related Roles :

Quality Analyst, Quality Manager, Customer Experience Managers, IT Manager, Operations Manager, or similar related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Demonstrate working knowledge of the concept of quality and its application in banking and financial sector.
- ▶ Understand and apply quality management models like 5S, change management, seven tools of quality, business process re-engineering and lean six sigma.
- ▶ Demonstrate working knowledge of agile principles and how it can be applied to the banking environment.
- ▶ Understand the innovation culture in banking sector and how to embrace change in a positive way.



EIBFS INTERNATIONAL CERTIFICATIONS

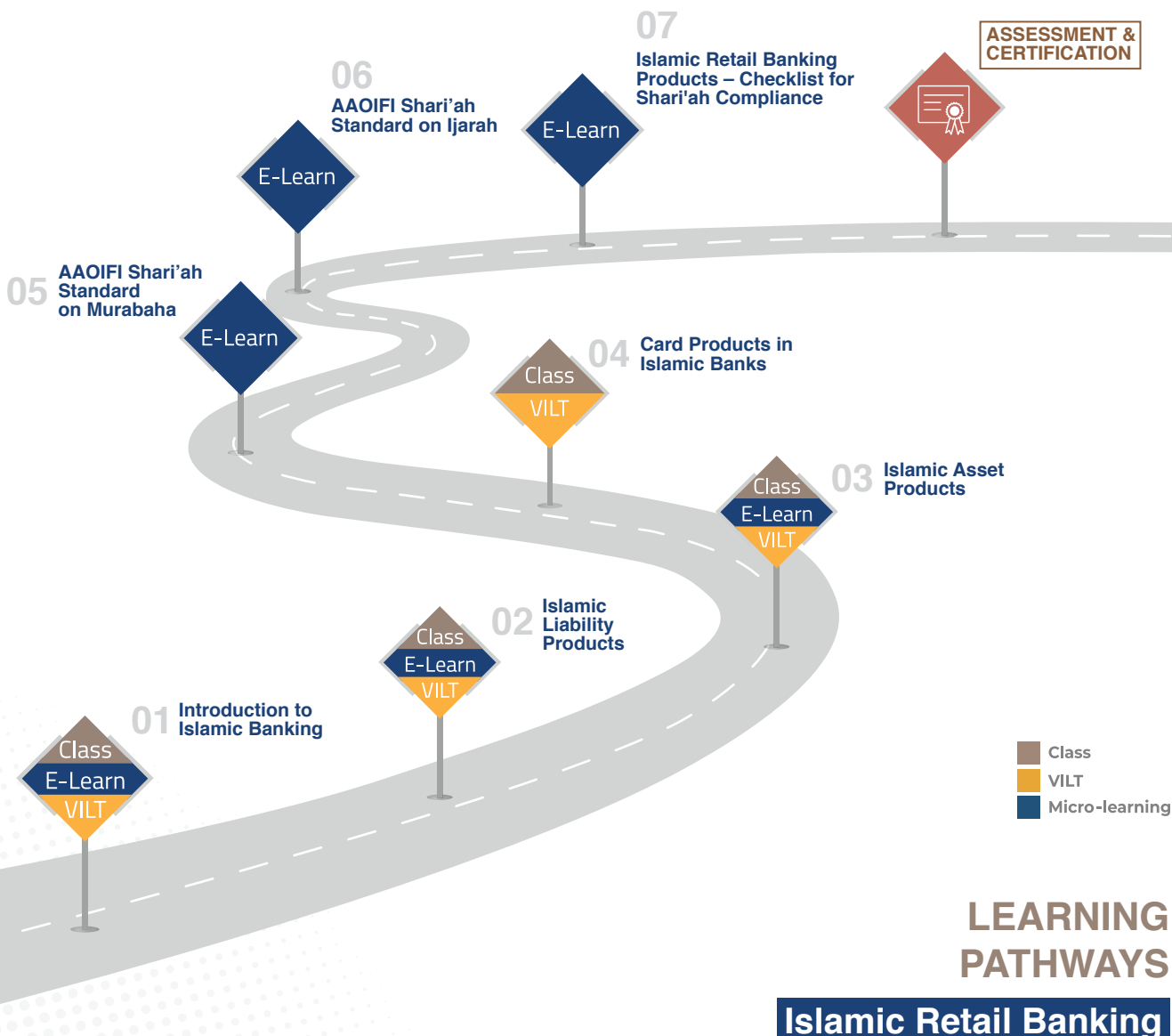
EIBFS INTERNATIONAL CERTIFICATE IN ISLAMIC RETAIL BANKING (EICIRB)

Related Roles :

Islamic Banking Professionals in Retail Banking, Operations, Sales etc.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Fundamental principles and key concepts of Islamic Banking and Finance.
- ▶ Regulatory, Shari'ah and ethical framework for Islamic Banking and Finance Institutions.
- ▶ Structure and mechanism of Islamic Retail Banking products and services.
- ▶ AAOIFI Shari'ah standards for Murabaha and Ijarah.
- ▶ Shari'ah compliance guidelines for documentation, procedure, and implementation of Islamic transactions.



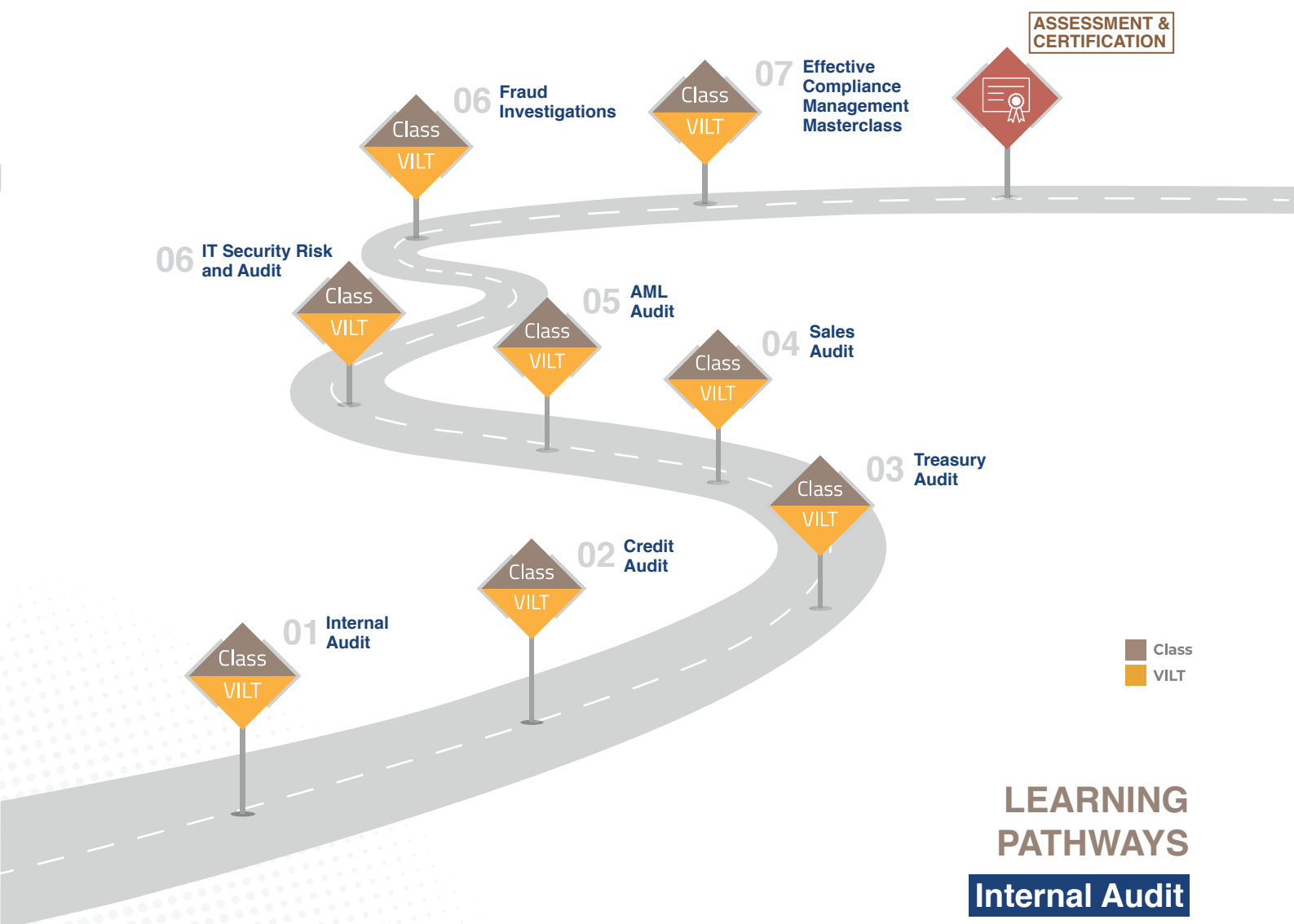
EIBFS INTERNATIONAL CERTIFICATE IN INTERNAL AUDIT (EICIA)

Related Roles :

Internal Auditors, Compliance Officers, all staff of Audit and Risk Departments.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Identify areas to be audited by grouping, together end-to-end transaction and product processing cycles.
- ▶ Prioritize auditable units and develop and implement risk-based auditing tools & techniques.
- ▶ Create an effective AML audit / review program.
- ▶ Identify treasury risks.
- ▶ Review of treasury policy, operational risk controls, market risk controls and model code of conduct.
- ▶ Review compliance with regulations and credit policy.
- ▶ Plan and conduct internal fraud examination.
- ▶ Understand the elements that contribute in implementing a comprehensive compliance monitoring and management system.



EIBFS INTERNATIONAL CERTIFICATIONS

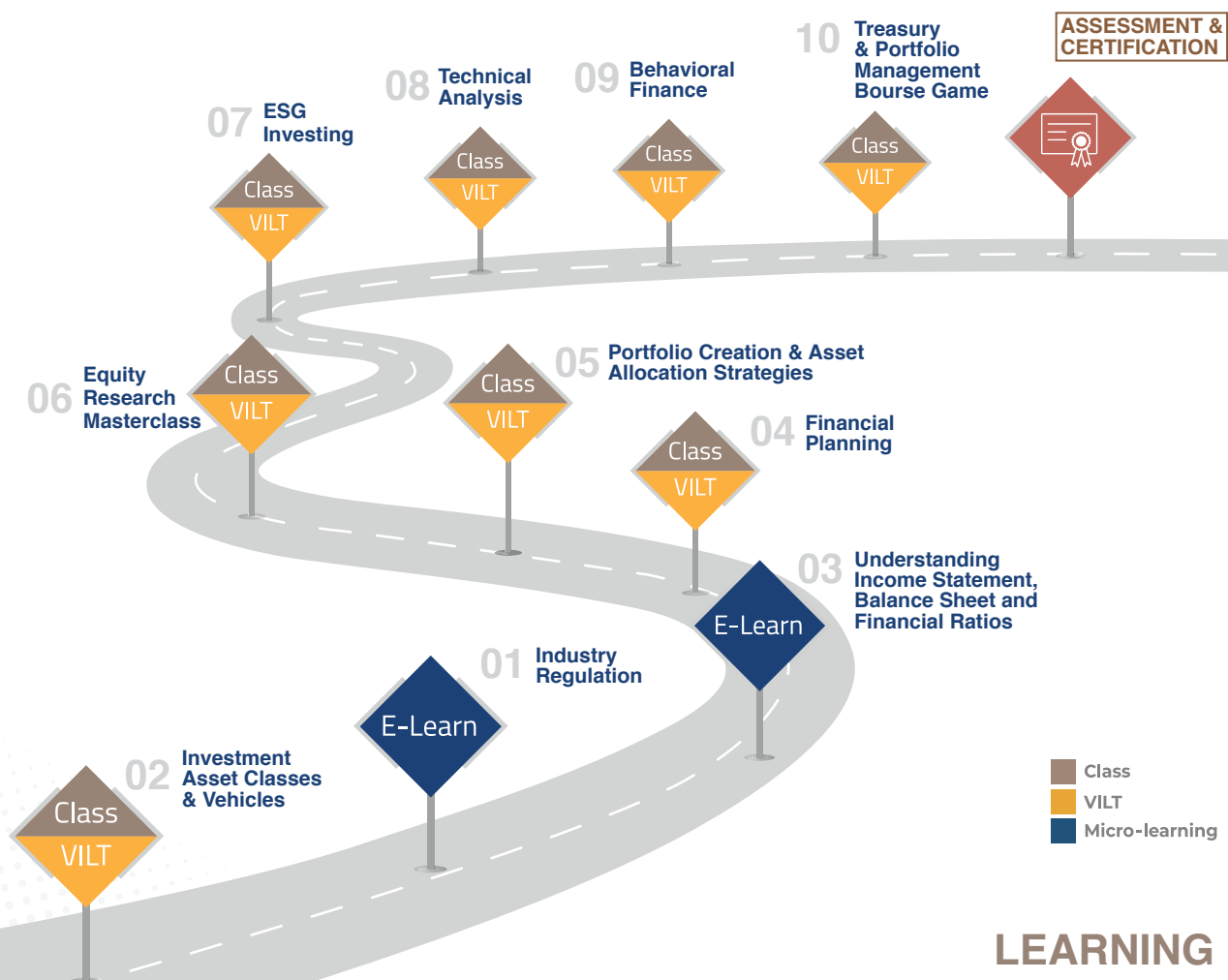
EIBFS INTERNATIONAL CERTIFICATE IN WEALTH MANAGEMENT (EICWM)

Related Roles :

Wealth Relationship Managers, Assistant Relationship Managers, Portfolio Managers, Private Banking, Priority Banking and other related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Demonstrate working knowledge of the wealth management domain.
- ▶ Understand holistically the nature of the client's requirements.
- ▶ Develop working knowledge of various asset classes like equity, fixed income, real estate, structured products etc.
- ▶ Understand how portfolio managers create and manage a portfolio based on the risk appetite of the client and the market conditions.
- ▶ Understand the processes and tools of managing risks of the client portfolio.



LEARNING PATHWAYS

Wealth Management

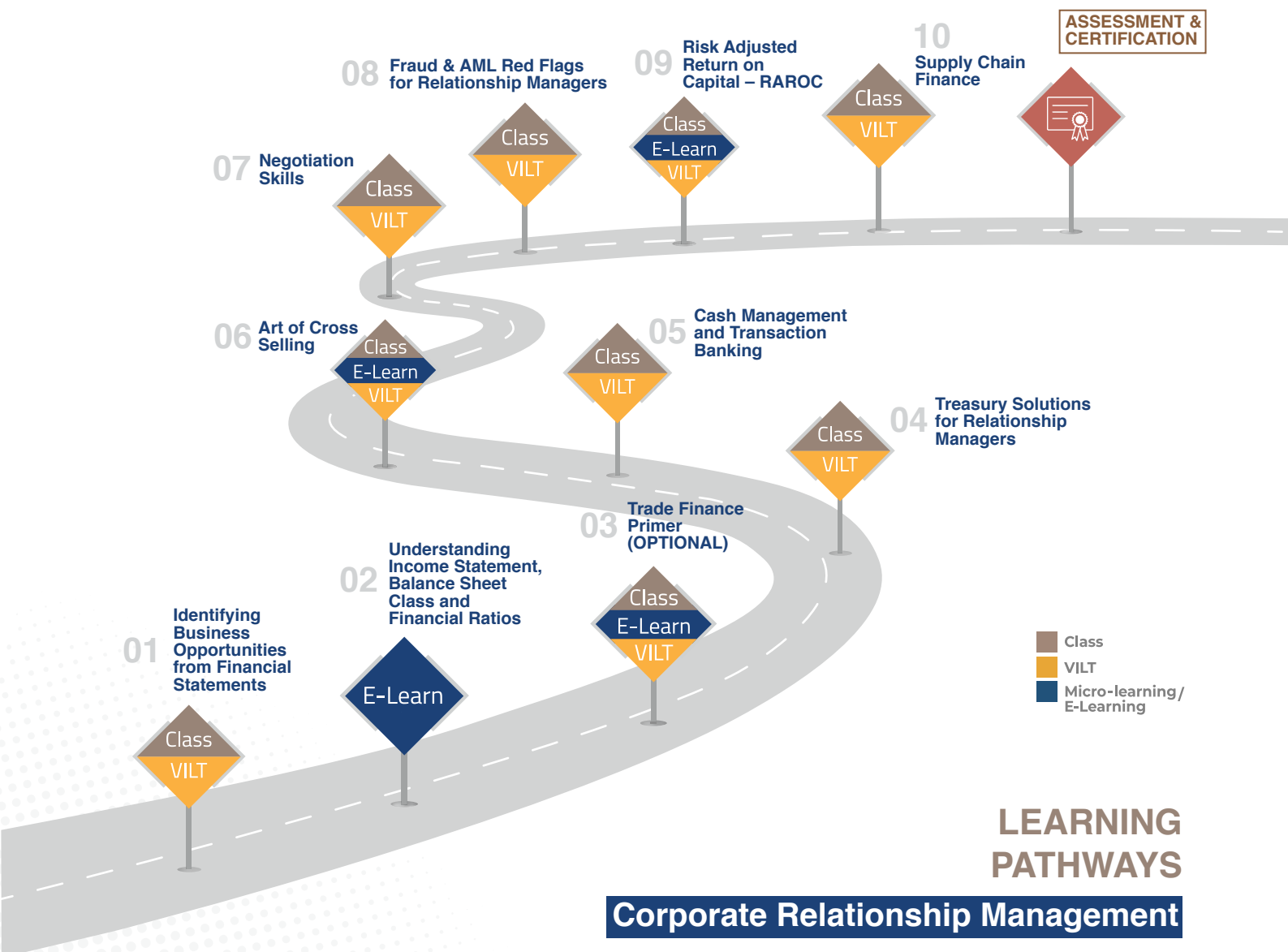
EIBFS INTERNATIONAL CERTIFICATE IN CORPORATE RELATIONSHIP MANAGEMENT (EICCRM)

Related Roles :

Relationship Manager, Assistant Relationship Manager, or similar client facing roles in Corporate and Business Banking.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Understand how to acquire, sustain, and offer the correct products to the corporate clients for all their business requirements.
- ▶ Understand the clients business to assess business opportunity and risks.
- ▶ Develop knowledge of sound credit proposals for approvals.
- ▶ Know the compliance aspects regarding fraud and red flags to monitor and prevent losses
- ▶ Understand and analyze financial statements to know the financial strength of companies.
- ▶ Acquire the skill of powerful negotiation, cross and upselling to increase the wallet share of the bank.



EIBFS INTERNATIONAL CERTIFICATIONS

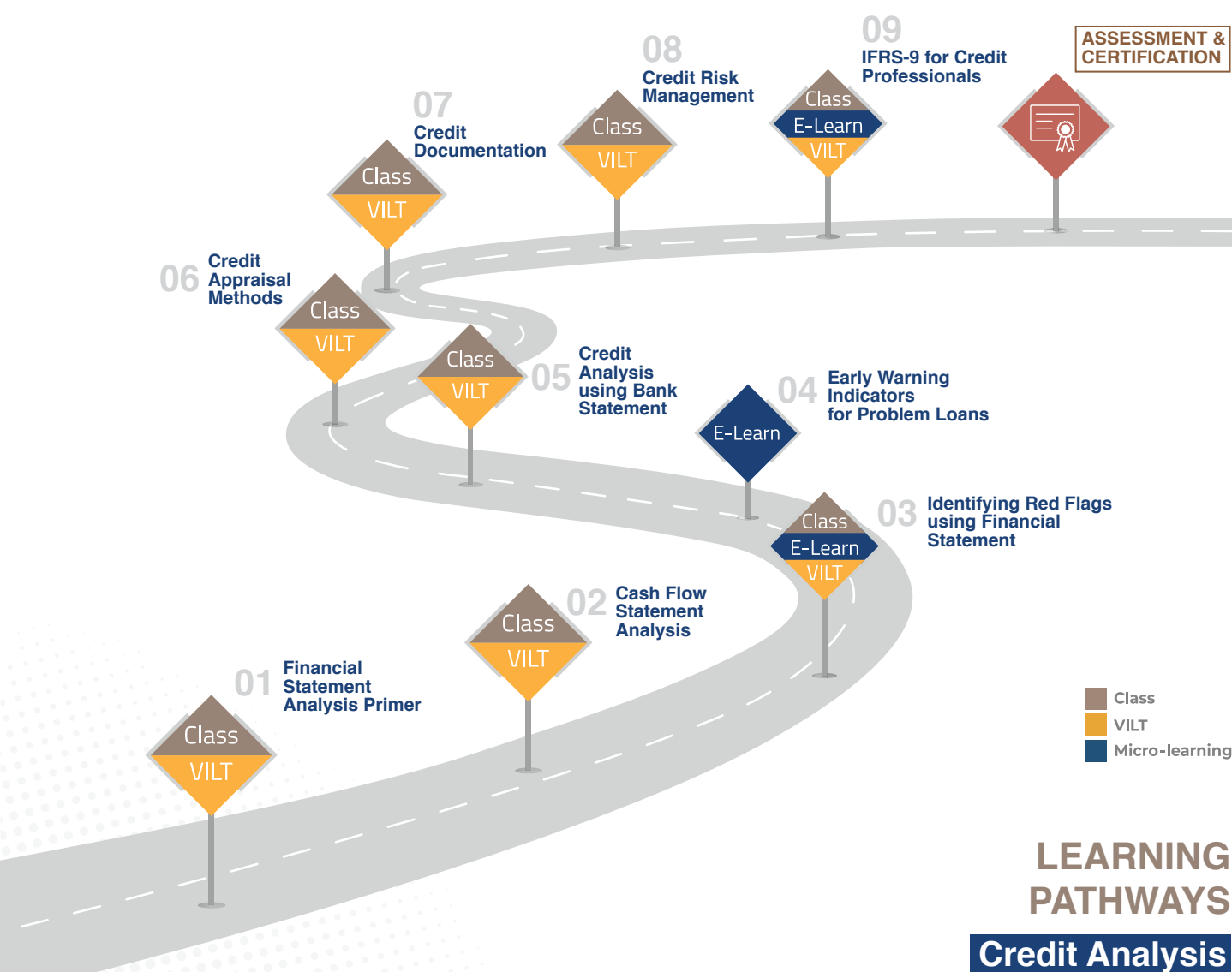
EIBFS INTERNATIONAL CERTIFICATE IN CREDIT ANALYSIS (EICC)

Related Roles :

Credit Analyst, Credit Manager, Credit Operations, Credit Monitoring, Credit Risk or similar related roles.

Upon completion of the learning pathway, the learners should be able to:

- ▶ Develop a working knowledge of the credit management process from initiation, underwriting, monitoring and credit risk management.
- ▶ Understand and apply the credit analysis methodologies using financial statement analysis and other techniques.
- ▶ Prepare sound credit proposals for approvals.
- ▶ Develop a working knowledge on the credit documentation framework and methods.
- ▶ Understand, analyze and report credit risk as per the Basel guidelines, IFRS - 9 etc.



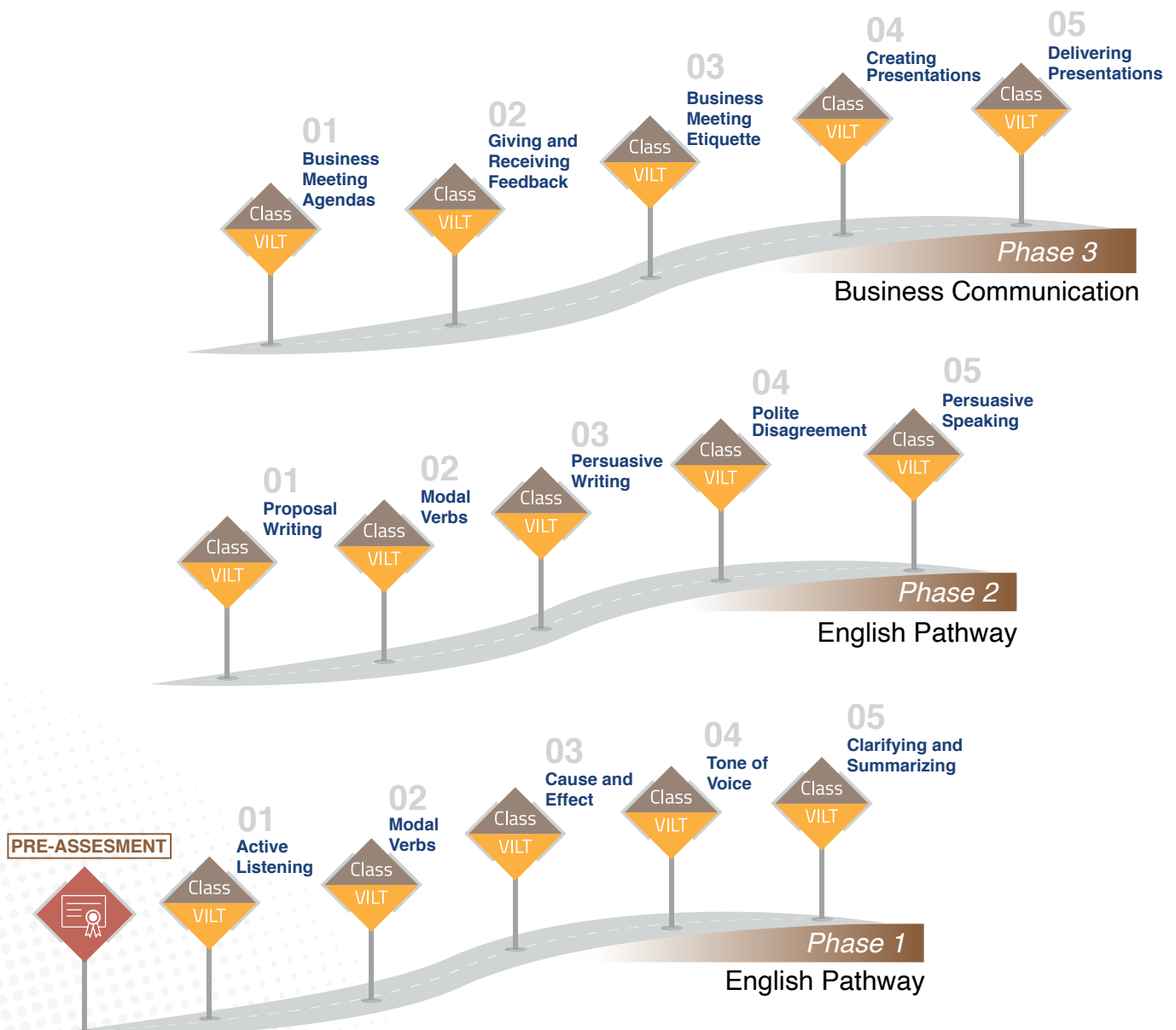
EIBFS INTERNATIONAL CERTIFICATE IN BUSINESS COMMUNICATION (EICEC)

Program Description

This program consists of three levels: Phase 1, Phase 2 and Business Communication. Phase 1 and Phase 2 focus on improving learners' English language skills, while the Business Communication level aims to improve learners' general professional correspondence abilities. All three levels employ a task-based learning approach, where learners learn by doing in order to complete real-world tasks they might encounter at work. The level of learners would be decided on the basis of initial Pre-Assessment.

Program Objectives

- Formulate written and spoken sentences that reflect accurate syntax, grammar and mechanics (i.e. word order, verb forms, and punctuation).
- Compose clear and complete professional subject matter, including emails, proposals and/or presentations.
- Use target terminology when speaking and presenting in a clear and courteous manner.



OTHER PROFESSIONAL CERTIFICATIONS

1

FINTECH

1. EIBFS - PWC CERTIFICATE IN BLOCKCHAIN.
2. EIBFS - PWC CERTIFICATE IN FINTECH.
3. EIBFS - PWC CERTIFICATE IN DATA ANALYTICS.

2

COMPLIANCE

1. ACAMS: CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST.
2. CGSS - CERTIFIED GLOBAL SANCTIONS SPECIALIST CERTIFICATION.

3

OPERATIONS & CREDIT

1. CERTIFIED BANKING OPERATION (CBO).
2. CERTIFIED CREDIT MANAGEMENT (CCM).

4

INVESTMENT

1. CISI - CHARTERED INSTITUTE FOR SECURITIES AND INVESTMENT QUALIFICATIONS.
2. CHARTERED FINANCIAL ANALYST (CFA) - LEVEL 1.

5

RISK

1. CISI - RISK IN FINANCIAL SERVICES.

6

SUSTAINABLE FINANCE

1. CERTIFICATE IN GREEN AND SUSTAINABLE FINANCE
2. CERTIFICATE IN CLIMATE RISK

7

OTHER CERTIFICATIONS

1. CHARTERED INSTITUTE OF PERSONNEL AND DEVELOPMENT (CIPD) CERTIFICATIONS
2. EIBFS & AAOIFI - CERTIFIED ISLAMIC BANKER
3. CERTIFIED DOCUMENTARY CREDIT SPECIALIST (CDCS)
4. LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

eibfs

CERTIFICATE IN BLOCKCHAIN



OVERVIEW

Blockchain technology is creating disruptive changes in the financial services industry. The use cases of Blockchain in the financial services industry include areas like KYC, Compliance, Trade Finance, Investment Banking and much more. EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE.

The learners will develop understanding about the Blockchain technology and its use cases in various domains, thus making them well equipped for future roles.

The successful participants will be awarded the Certificate in Blockchain jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials and registration costs for the exam.

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CERTIFICATE IN FINTECH



OVERVIEW


Financial Technology (FinTech) has disrupted the financial services industry across all levels. The scope and application of fintech includes almost all key areas of banking and financial services industry.

EIBFS has partnered with PWC Academy, a global leader in fintech consulting, research and practice to deliver the joint certificate program for the learners in UAE. This certificate program delivered by the experts would discuss the Fintech applications, fintech ecosystem, key technologies driving the change and fintech strategies in their organizations.

The successful participants will be awarded the Certificate in Fintech jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials & registration costs for the exam.

eibfs

CERTIFICATE IN DATA ANALYTICS



OVERVIEW


Data is the most important resource in the world. It is perceived as the 'new oil'. Data analytics is emerging as the most trending buzzword in the corporate world given its impact on making effective decisions.

This certificate program will discuss how data analytics can be used for effective decision-making.

The participants will learn through hands on approach how to prepare data, analyze and use it for descriptive, and predictive analytics.


The successful participants will be awarded the Certificate in Data Analytics jointly by PWC & EIBFS, after an intensive coursework which includes pre-course reading, classroom sessions, post course case study and final examination. The investment in the program is AED 7500/per person which includes training, materials and registration costs for the exam.

PROGRAM METHODOLOGY




PRE-COURSE READING

ONE WEEK




CLASSROOM TRAINING

TWO DAYS



POST PROGRAM CASE STUDY WORK

TWO WEEKS



FINAL ASSESSMENT

THE SUCCESSFUL LEARNERS WOULD RECEIVE THE CERTIFICATE JOINTLY FROM EIBFS AND PWC.

PROFESSIONAL CERTIFICATIONS

eibfs



CERTIFIED BANKING OPERATION (CBO) IN
COLLABORATION WITH HONG KONG INSTITUTE FOR
BANKERS

OVERVIEW

This program acquaints participants with an in-depth understanding of various areas that are required for banking professionals such as the knowledge of diverse banking products, operational aspects, and regulatory requirements. This customized international course will create fast track opportunities for an accelerated career in banking.

- » Banking Law in UAE
- » Banking Theory & Practice
- » Retail and Corporate Banking
- » Risk Management
- » Business Ethics and Quality Management
- » Basic Trade Finance

TARGETED AUDIENCE

Banking professionals who would like to acquire additional skills in banking operations.

PREREQUISITES

Any Bachelor degree.

METHODOLOGY

Illustrations, practice sessions and presentations


DURATION

100 hours, thrice a week (Monday / Tuesday / Wednesday) from 6-9 pm

INVESTMENT

AED7500 + VAT

eibfs



CERTIFIED CREDIT MANAGEMENT (CCM) IN
COLLABORATION WITH HONG KONG INSTITUTE FOR
BANKERS

OVERVIEW

This program provides the opportunity to acquire knowledge and skills required for credit professionals. This program equips an employee to take on the responsibilities of credit management and to accelerate the learning process by empowering participants to think broadly, manage globally and compete strategically.

- » Banking Law
- » Fundamentals of Accounting
- » Financial Statement Analysis
- » Corporate Finance
- » Bank Lending 1
- » Bank Lending 2
- » Credit Risk Management
- » International Trade Finance

TARGETED AUDIENCE

Banking professionals who would like to acquire knowledge in credit management or employees working in corporate banking, SME & the retail sectors.

PREREQUISITES

Recommended to have 2 years of relevant banking experience.

METHODOLOGY

Illustrations, practice sessions and presentations

DURATION

100 hours

INVESTMENT

AED7500 + VAT



eibfs



CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST (CAMS) IN COLLABORATION WITH ACAMS, USA

OVERVIEW

In 2001, ACAMS set out with the mission to establish an international standard for testing the knowledge of those entrusted with the detection and prevention of money laundering. Since its inception, CAMS has become the gold standard in AML certifications and the preparation process strengthens core capacity to combat financial crime and protect the institutions from AML.

- » Risks and Methods of Money Laundering and Terrorism Financing
- » Money Laundering and Terrorism Financing Methods Recognition of Risks
- » Compliance Standards for Anti-Money Laundering (AML) and Combating the Financing of Terrorism (CFT) International Regional AML Compliance Program
- » AML / CFT Compliance Program Design in Different Industry Settings Maintenance of an Effective AML / CFT Compliance Program
- » Conducting or Supporting the Investigation Process
- » SAR and STR Filing
- » Assistance of Institutional Investigations
- » Assistance of Legal and Government Inquiries Domestically and Internationally

TARGETED AUDIENCE

Anti-Money Laundering Officers, Compliance Officers, Government Regulators, Enforcement/Intelligence Agents, Internal & External Auditors, Intelligence Officers, Risk Management Specialists, Attorneys and Certified Public Accountants, Investment Advisors, Real Estate Compliance Specialists and Consultants

PREREQUISITES

2 years' experience related to Anti Money Laundering/ compliance area

DURATION

15 hrs training. 6:00 pm – 9:00 pm. Once a week

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam

INVESTMENT

AED7500 (includes training, 1 year membership with CAMS, exam registration & mock exam)

eibfs



CGSS - CERTIFIED GLOBAL SANCTIONS SPECIALIST CERTIFICATION.

OVERVIEW

The Certified Global Sanctions Specialist (CGSS) certification is the global program for equipping professionals with the tools they need to understand and interpret changing sanctions regimes.

The Certified Global Sanctions Specialists (CGSS) Certification is the culmination of five years of research and development on international sanctions compliance. The program equips professionals with the tools they need to understand and interpret changing sanctions regimes.

CGSS is best suited for mid-to senior-level professionals, in the following areas:

- » Sanctions Compliance
- » Economic Sanctions
- » Financial Sanctions
- » Sanctions Screening
- » AML/CTF
- » AML Sanctions
- » Regulatory Compliance
- » Risk Management
- » Legal Counsel
- » Embargo
- » Compliance Technology

METHODOLOGY

Interactive program based on lectures, extensive use of case studies, class work, exercises, progress assessment, final exam.

INVESTMENT

AED 7500 + VAT (includes training , 1 year membership with CAMS, exam registration & mock exam)

PROFESSIONAL CERTIFICATIONS

eibfs



CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT QUALIFICATIONS (CISI)

OVERVIEW

The Chartered Institute for Securities & Investment (CISI) is the largest and most widely respected professional body for those who work in the securities and investment industry in the UK and in a growing number of financial centers globally. By providing 8 professional qualifications, it will ensure that practitioners in the financial services industry attain the competence they need.

QUALIFICATIONS

LEVEL 3	LEVEL 3	LEVEL 3
International Introduction to investment	UAE Financial Rules and Regulations	Securities
LEVEL 3	LEVEL 3	LEVEL 3
Operational Risk in Financial Services	Risk in Financial Services	Global Financial Compliance
LEVEL 3	LEVEL 3	LEVEL 3
Fundamentals of Financial Services	Islamic Finance Qualification (IFQ)	International Certificate in Wealth and Investment Management (ICWIM)


TARGETED AUDIENCE

SCA regulations for Brokers, AML / Compliance Team, Investors, Risk Management officers etc.

INVESTMENT

Based on qualification

eibfs



EIBFS & AAOIFI Certified Islamic Banker

EIBFS & AAOIFI Certified Islamic Banker

OVERVIEW

Islamic banking and finance has witnessed phenomenal growth during last decade with the UAE developing into a global hub of Shari'ah complaint economy and finance.

As the number of financial institutions offering Islamic products is increasing, there is a pressing need for qualified professionals with in-depth knowledge of Islamic banking transactions and products who can meet the requirements of this growing Islamic finance market.

With the establishment of the HSA, the Higher Shari'ah Authority, the Islamic Banking sector in the UAE is set for transformational changes. The HSA is supervising the implementation of Shari'ah Standards issued by AAOIFI, the Accounting and Auditing Organization for Islamic Financial Institutions. All financial institutions offering Islamic products must be fully complaint of the AAOIFI standards.

The program 'Certified Islamic Banker' aims to develop qualified personnel with strong knowledge of Shari'ah standards, Islamic banking products and operations as well Islamic financial market operations amongst employees across all functional areas to avoid any non-compliance issues.

LEARNING OUTCOMES

After the completion of this course, the learners would be able to understand the:

- » Key guiding principles of Islamic banking and finance
- » Islamic banking VS conventional banking: Main differences in fund management and operations
- » Regulatory and Shari'ah framework for Islamic banking and finance institutions
- » Overview of the AAOIFI Shari'ah Standards for most used transactions
- » Types and structure of Islamic banking products; Liability products, Asset products, corporate banking products; Investment products
- » Islamic financial market operations; Islamic stocks, Sukuk , Takaful products

MODULE ONE

Islamic banking concepts and operations; AAOIFI Shari'ah Standards for most used transactions

MODULE THREE

Islamic Asset Products

MODULE FIVE

Islamic Financial Markets and Takaful Operations

MODULE TWO

Islamic Liability Products and Card Operations

MODULE FOUR

Islamic Corporate/Business and Trade Financing and Working Capital Financing

PROGRAM INVESTMENT

AED 7500 + VAT person including training, exam fees and certification

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LEAN SIX SIGMA GREEN BELT CERTIFICATION FROM INTERNATIONAL QUALITY FEDERATION, USA

OVERVIEW

Green Belts play a very important in any six sigma project. This certification has been developed to equip the participants with the skills/ competency expected from a green belt. The certification focusses on the basic tools and techniques of the DMAIC (Define, Measure, Analyze, Improve and Control) methodology and how they can be implemented in banking.

The programs is custom designed for bankers and looks at real life examples of how six sigma can be implemented in the banking/financial sphere.

COURSE CONTENT

I. Define Phase

- » The Basics of Six Sigma
- » The Fundamentals of Six Sigma
- » Selecting Lean Six Sigma Projects
- » The Lean Enterprise

II. Measure Phase

- » Process Definition
- » Six Sigma Statistics
- » Measurement System Analysis
- » Process Capability

III. Analyze Phase

- » Patterns of Variation
- » Inferential Statistics
- » Hypothesis Testing
- » Hypothesis Testing with Normal Data
- » Hypothesis Testing with Non-Normal Data

IV. Improve Phase

- » Simple Linear Regression
- » Multiple Regression Analysis

V. Control Phase

- » Statistical Process Control (SPC)
- » Six Sigma Control Plans

TARGETED AUDIENCE

Upon completion of the program, the participants will be required to pass the IQF exam which is administered online. Participants will also be encouraged to lead and complete one project within 1 year of course completion, coaching for which will be provided by EIBFS faculty.

PREREQUISITES

A basic understanding of quality or Lean six sigma training from EIBFS

METHOD OF DELIVERY

Interactive program based on lectures, case studies.

DURATION

60 hours

TARGETED AUDIENCE


Process managers, Project leaders, Operations managers

PROGRAM INVESTMENT

AED 7000 + VAT / Person

PROFESSIONAL CERTIFICATIONS

eibfs



CERTIFICATE IN GREEN AND SUSTAINABLE FINANCE

ABOUT THE PROGRAM

This certification is focused at developing the learner's knowledge, understanding and skills relating to green and sustainable finance by providing an overview of, and introduction to, the underpinning science, principles, and practice of the field. It aims to increase the learner's knowledge and understanding of the range of green and sustainable products and services in the banking, investment, and insurance sectors supporting the transition to a low-carbon world.

On completion of this certification, the learner should be able to:

- » explain what is meant by 'green' and 'sustainable' finance, and the ways in which the finance sector can support the transition to a sustainable, low carbon economy.
- » Explain the role of a range of key players and policy and regulatory frameworks in building and supporting a sustainable financial system,.
- » Explain the importance of monitoring, measuring, and reporting the flow of investment to support the transition to a sustainable, low-carbon world.
- » Examine the nature and importance of key climate related and environmental risks, and how different types of financial services activity, products and services can improve the quality and functioning of the natural environment and natural systems.
- » Describe the role of the financial service sector, in supporting the development of green and sustainable finance and the transition to a low carbon economy Mode of delivery.
- » Self-paced E-learning followed by a two-day Final exam preparatory training.


PROGRAM DURATION

As the program is primarily self-paced E-learning, it can be completed in minimum of 3 months and a maximum of 12 months.

PROGRAM INVESTMENT

AED 6500 + VAT / Person

eibfs



CERTIFICATE IN CLIMATE RISK

SUMMARY

Managing climate-related risks and supporting the transition to a low-carbon world are amongst our most significant global challenges. Central banks and financial regulators consider the identification, measurement, and disclosure of these risks to be a priority. Recognising the strategic importance of this topic, the Chartered Body Alliance have developed their first joint qualification, the Certificate in Climate Risk. This qualification is aimed at financial services risk professionals (or aspiring risk professionals) globally who wish to develop and demonstrate their knowledge of climate risk.

OBJECTIVE

On completion of this certification, the learner will be able to:

- » Describe climate change and its impacts on the environment, economy, society, and the financial services sector.
- » Identify, describe, and classify climate-related financial and non-financial risks, and the impacts of these on the economy, society, and the financial services sector.
- » Examine the challenges in measuring, monitoring, and reporting climate risks, and the availability and quality of data.
- » Outline common approaches to modelling climate risks, including the use of scenario analysis.
- » Examine regulatory approaches and responses to climate risk at global, regional, and national levels, and their impacts on the financial services sector.
- » Discuss the opportunities for the financial services sector in supporting the transition to a sustainable, low carbon world.

MODE OF DELIVERY

Self-paced E-learning followed by a two-day Final exam preparatory training.

PROGRAM DURATION

As the program is primarily self-paced E-learning, it can be completed in minimum of 3 months and a maximum of 12 months.

PROGRAM INVESTMENT

AED 6500 + VAT / Person

eibfs

CIPD CERTIFICATIONS

CIPD qualifications are global benchmark qualifications for HR professionals covering various areas like organizational development, Learning and development, talent management, business partnering and other strategic HR areas. This program is delivered in collaboration with a specialized partner in the domain vices in the banking, investment, and insurance sectors supporting the transition to a low-carbon world.

On completion of this certification, the learner should be able to:

CIPD LEVEL 3 – CERTIFICATE IN PEOPLE PRACTICE

- Business culture and change in context.
- Core behaviours for people professionals.
- Principles of analytics.
- Essentials of people practice.

TARGET AUDIENCE:

Professionals operating at entry level but with aspirations of rapid advancement to management level to increase their knowledge and ability relating to HR, L&D and business Issues.

CIPD LEVEL 5 – ASSOCIATE DIPLOMA IN PEOPLE MANAGEMENT

- Organisational performance and culture in practice.
- Professional behaviours and valuing people.
- Talent management and workforce planning.
- Leadership and management development.
- Evidence-based practice.
- Employment relationship management.
- Reward for performance and contribution.

TARGET AUDIENCE:

For those operating at management or at a level higher in people management to increase their knowledge and ability relating to people management and business issues.

CIPD LEVEL 5 – ASSOCIATE DIPLOMA IN ORGANISATIONAL LEARNING & DEVELOPMENT

- Organisational performance and culture in practice.
- Professional behaviours and valuing people.
- Learning & Development design to create value.
- Facilitate personalised and performance focused learning.
- Evidence-based practice.
- Supporting self-directed and social learning.
- Leadership and management development.

TARGET AUDIENCE:

For L&D Professionals operating at a management or higher level to increase their knowledge and ability in learning and development and how the function relates to business issues.

CIPD LEVEL 7 – DIPLOMA IN STRATEGIC PEOPLE MANAGEMENT

- Work and Working Lives in a Changing Business Environment.
- People Management and Development Strategies and Performance.
- Personal Effectiveness, Ethics & Business Acumen.
- Business Research in People Practice (involves a research project).
- Strategic Employment Relations.
- Strategic Reward Management.
- Resourcing and Talent Management to Sustain Success.
- Well-being at Wor.

TARGET AUDIENCE:

Experience people practitioners, operating at or about to advance to strategic level in either people management or development. For those who wish to extend their skills, shape strategy, policy and people practice.

ADDITIONAL INFORMATION

Assessments: all 3 qualifications are assessed by written assignment, there are no exams.

Cost of Program: Level 1: AED 17,000 + VAT - Level 2: AED 23,000 + VAT - Level 3: AED 34,000 + VAT

Payment Terms: Payment must be made within 1 month of the course start date.

Delivery Method: Virtual Instructor Lead Training on Zoom.

003

EMIRATIZATION LEARNING SOLUTIONS

eibfs

EMIRATIZATION: KEY FOCUS AREAS

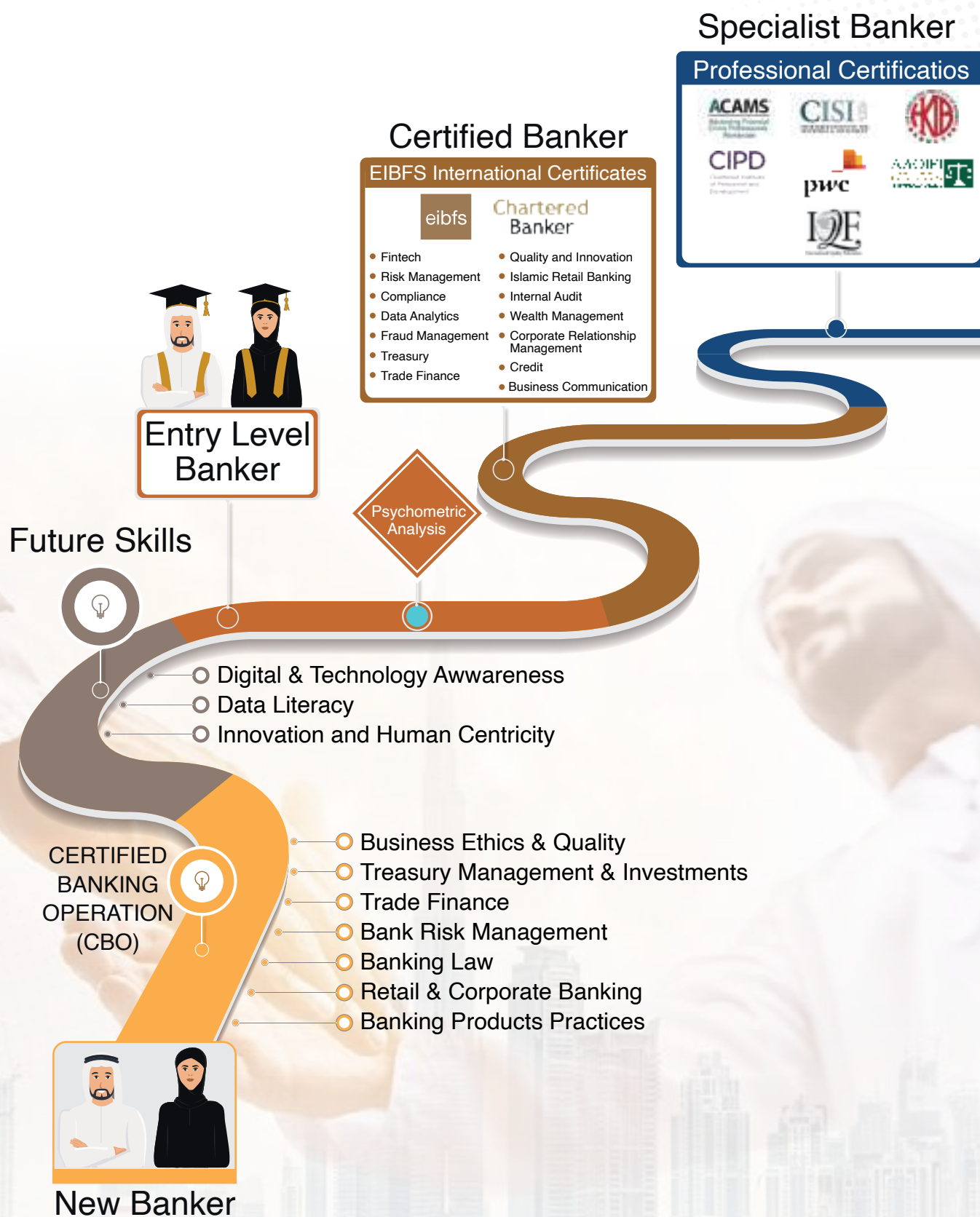
EIBFS offers learning solutions across all levels to meet the talent development objectives of the industry.



HOLISTIC LEARNING SOLUTIONS FROM NEW JOINERS TO SENIOR LEADERS



FAST TRACK LEARNING JOURNEY FOR FAST TRACK CAREER PROGRESSION





04

SENIOR MANAGEMENT ROUNDTABLES

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SENIOR MANAGEMENT ROUNDTABLES




Senior Management Roundtables are designed to facilitate exchange of ideas which would foster peer to peer learning. The nominations in this category is restricted to only Divisional Heads and above to ensure high quality of deliberations. The details of the programs are mentioned in the category notes.




COURSES		🕒
1.	Artificial Intelligence insights for leaders	1
2.	Blockchain for leaders	1
3.	Fintech & Digital transformation: Overview for Senior Management	1
4.	Capital planning in banks	1
5.	Corporate Governance for leaders	1
6.	Cybersecurity essentials for leaders	1
7.	Tone at The Top - Creating a Compliance Culture	1
8.	Blue Ocean Strategy for Leaders	1
9.	Leading in a Disruptive Era	1




SENIOR MANAGEMENT ROUNDTABLES






SENIOR MANAGEMENT ROUNDTABLES

1	ARTIFICIAL INTELLIGENCE & MACHINE LEARNING INSIGHTS FOR LEADERS	course type Class/VILT	course no: 1833
Specialization 		 1 DAY	 Strictly only for the divisional heads and above across functional areas in banking
PURPOSE		LEARNING OBJECTIVES	
This course aims at providing a high-level overview on the domain of Artificial Intelligence and Machine learning. The course focuses on the use cases of AI & ML in various business domains of the Banking and financial services sector		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Introduction to artificial intelligence and machine learning. • How AI is transforming industries. • Use cases of AI & ML in various business and support functions in the bank. • How to leverage the power of AI in product development. 	
Date		Location	
06 Jun		VILT	
19 Oct		VILT	

2	BLOCKCHAIN FOR LEADERS	course type Class/VILT	course no: 1667
Specialization 		 1 DAY	 Strictly only for the divisional heads and above across functional areas in banking
PURPOSE		LEARNING OBJECTIVES	
Blockchain is fast emerging as a technology which can create disruptive changes in many business and operational aspects of the Banking business. In this context, it is imperative that the business leaders understand and appreciate and explore the use cases of blockchain technology.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Basics of blockchain technology and distributed ledger system. • Discuss use cases of blockchain in banking and financial industry. • Explore applicability of blockchain in various areas of business and how to participate in various blockchain projects. 	
Date		Location	
15 May		VILT	
15 Sep		VILT	

3	FINTECH & DIGITAL TRANSFORMATION OVERVIEW FOR SENIOR MANAGEMENT	course type Class/VILT	course no: 1668
Specialization 		 1 DAY	 Strictly only for the divisional heads and above across functional areas in banking
PURPOSE		LEARNING OBJECTIVES	
Fintech ecosystem and digital forces are disrupting the financial sector globally, causing major disruption in the business model. The course aims at discussing the opportunities and challenges arising from this.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Fintech ecosystem and structure. • Banks vs fintech – threat or opportunity. • Use cases. • Opportunities and challenges. 	
Date		Location	
19 May		VILT	
12 Oct		VILT	

4	CAPITAL PLANNING IN BANKS	course type Class/VILT	course no: 1932
Specialization 		 1 DAY	 Strictly only for the divisional heads and above across functional areas in banking
PURPOSE		LEARNING OBJECTIVES	
Capital is a critical ingredient for the Banking business. The Banks would need to plan their business strategies to ensure the optimal use of capital as the capital requirements vary from one business to other. Every senior decision maker in the Bank needs to be cognizant of the importance of capital in the business. The course will discuss how Banks can optimally use their capital combining the regulatory requirements and business objectives.		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Importance of capital & capital planning. • Internal capital adequacy assessment process (ICAAP). • regulatory capital and economic capital-BASEL3. • Linkages of capital with business plans and risk model. • Risk tolerance statement. • Adequacy of capital through stress testing & scenario analysis. 	
Date		Location	
12 Oct		VILT	

5 CORPORATE GOVERNANCE FOR LEADERS

course type
Class/VILT

course no:
1925

Specialization

1 DAY



Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

The issue of corporate governance currently receives very high attention. Valuable lessons have been learned in the past from the series of corporate collapses around the world. This training attempts to draw the attention of participants to the UAE Code and the Corporate Governance best practices around the world.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is corporate governance?
- Importance of corporate governance.
- International corporate governance standards & UAE regulations.
- The role of board.
- Disclosure, transparency and independency.
- The role of other stakeholders in corporate governance.

Date	Location
14 Jun	VILT
24 Oct	VILT

6 CYBERSECURITY ESSENTIALS FOR SENIOR MANAGEMENT

course type
Class/VILT

course no:
1838

Specialization

1 DAY



Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

With the major digital transformation of Banking, cyber security risks have risen like never before. In this context, the senior management in the Banks also needs to be cognizant of the risks, and measures needed to keep their businesses and customers safe as Cybersecurity is a shared responsibility.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of cybersecurity in banking.
- Various types of cyber attacks.
- How to combat cyber-attacks and cybercrimes.
- Customer education.
- How to deliberate on new trends, regulations and best practices.

Date	Location
20 Jun	VILT
26 Oct	VILT

7 TONE AT THE TOP CREATING A COMPLIANCE CULTURE

course type
Class/VILT

course no:
1673

Specialization

1 DAY



Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Compliance has emerged as very important focus area in the banking industry. It is critical for the entire organization to be cognizant of this key area to develop a pan organization compliance culture.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of compliance culture across organization.
- How to create compliance culture.
- Entity level controls.
- Enforcement of accountability.

Date	Location
16 Oct	VILT

8 BLUE OCEAN STRATEGY FOR LEADERS

course type
Class/VILT

course no:
1674

Specialization

1 DAY



Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

Blue ocean strategy is a proven methodology to improve business performance by using differentiation strategies to use competitive advantage.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Concept of blue ocean strategy.
- How to create competitive advantage using blue Ocean strategy.
- Discuss various use cases of blue ocean strategy in
- Various areas of business.

Date	Location
09 Jun	VILT
20 Nov	VILT

9 LEADING IN A DISRUPTIVE ERA

course type
Class/VILT

course no:
1675

Specialization

1 DAY



Strictly only for the divisional heads and above across functional areas in banking

PURPOSE

The unprecedented fast paced changes in the financial industry is disrupting the business models of various organizations. Fintech which started as an enabler is now fast emerging as a competition for Banks. Organizations must be agile to respond to these changes. This calls for a change in the business strategies, leadership strategies and people management.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Realize whether they are cognizant of the potential Digital disruption.
- Explore how traditional leadership strategies need a relook in the current context.
- Explore whether they are adapting their business and people Strategy to adapt to the change.
- How to orient people strategy to facilitate the change.

Date	Location
01 Jun	VILT
08 Nov	VILT

05

EFFECTIVE BOARD OF DIRECTOR PROGRAM

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RATIONALE FOR THE PROGRAM

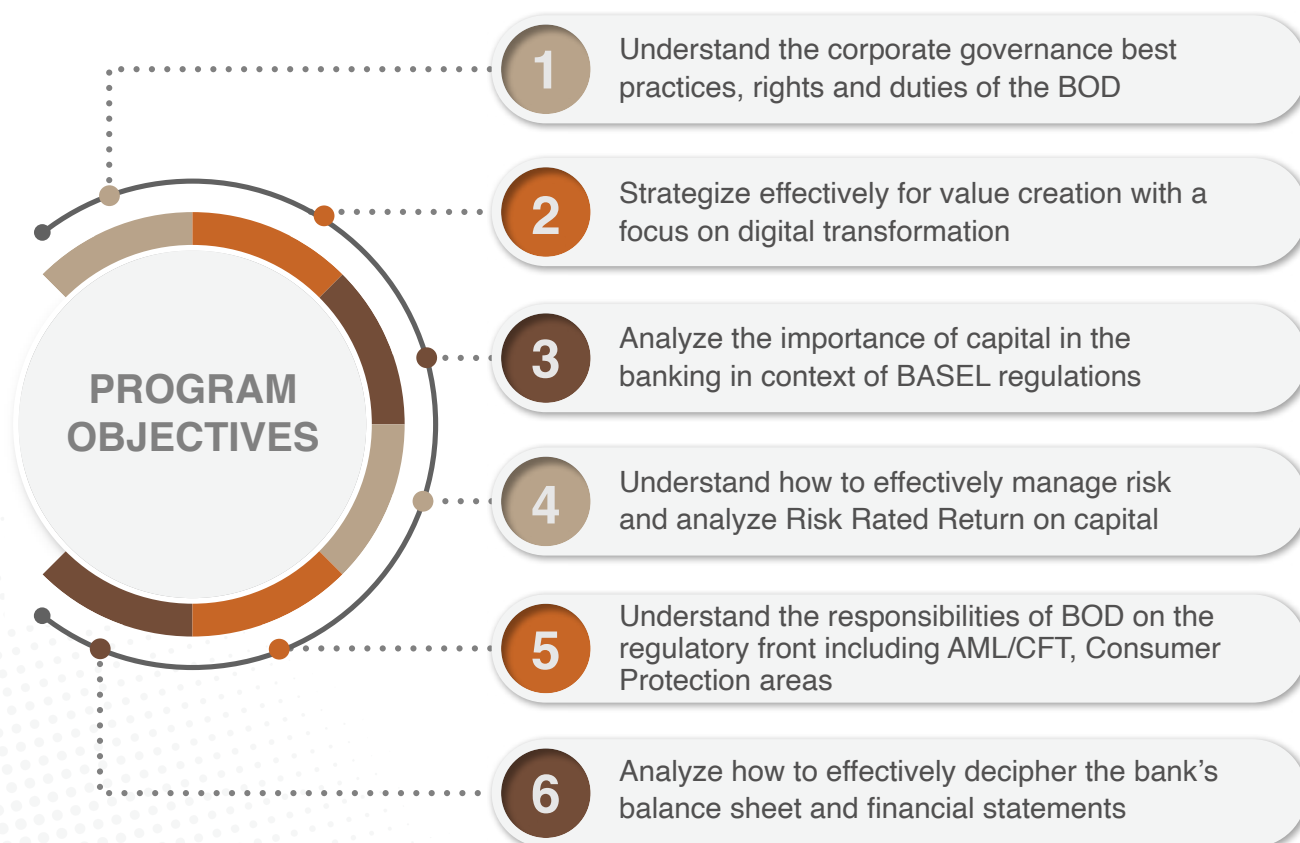
Why this program ?

- Board of Directors have the highest responsibility to ensure effective value creation for all the stakeholders.
- This includes the need to ensure effective governance, value creation, protection of minority shareholders, full compliance with the regulatory requirements apart from value creation for shareholders.

Core competencies for a Board of Director

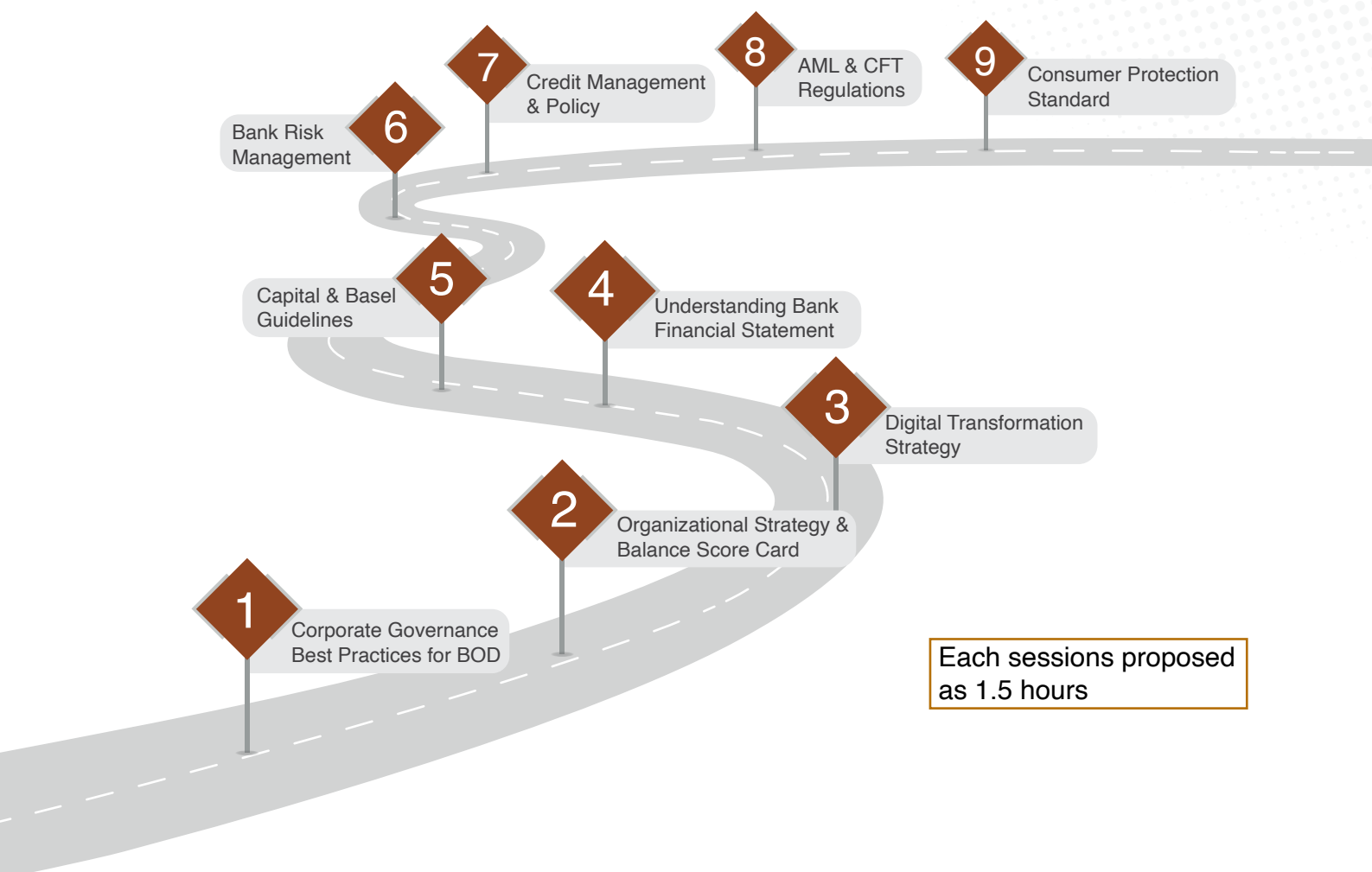
- Given the high responsibility entrusted on them, it is imperative that the Board Members are aware of their duties, rights and responsibilities to all the stakeholders.
- As many members Board of Directors could be experts in other areas other than banking, it is imperative that they acquire banking specific knowledge to effectively discharge their duties.

EFFECTIVE BOARD OF DIRECTOR PROGRAM



PROGRAM DETAILS

BOD PROGRAM PATHWAY



MODULE DETAILS

1 CORPORATE GOVERNANCE

PURPOSE	TOPICS
The core objective of this module is to give working knowledge about the Corporate governance best practices for the Board of Directors.	<ul style="list-style-type: none"> • Corporate Governance : Principles. • Best practices. • Role and responsibility of Board committees.

2 ORGANIZATIONAL STRATEGY & BALANCE SCORE CARD

PURPOSE	TOPICS
This module focuses on creating strategic organizational alignment and tracking the performance using balance score card approach.	<ul style="list-style-type: none"> • Setting strategy • Evaluating strategy execution using balance score card

3 DIGITAL TRANSFORMATION & STRATEGY

PURPOSE	TOPICS
Digital ecosystem and Fintech is disrupting banking business like never before. The Banks must make strategic investments in Technology to remain agile and ahead.	<ul style="list-style-type: none"> • Rise of Fintech • Digital Ecosystem • How AI, RPA, Blockchain can transform Banking

4 UNDERSTANDING BANK FINANCIALS

PURPOSE	TOPICS
BOD needs to effectively track the performance of their business. In this regard, they would need to analyze the financial statement of the bank especially Income statement, Balance sheet and financial ratios.	<ul style="list-style-type: none"> • Bank's Income statement analysis. • Balance sheet analysis. • Bank's performance ratios and interpretation.

5 CAPITAL & BASEL GUIDELINES

PURPOSE	TOPICS
Capital adequacy is extremely critical for the growth and stability of the Bank. To effectively plan the growth agenda, the board of directors needs to understand the role of capital, types of capital, Basel regulatory guidelines on capital adequacy.	<ul style="list-style-type: none"> • Role of capital in banking business. • Tier 1 and Tier 2 capital. • Capital adequacy guidelines as per Basel norms.

6 BANK RISK MANAGEMENT

PURPOSE	TOPICS
BOD needs to define the bank's risk tolerance and risk appetite and target ROEs. In this regard, it is very critical for them to understand the various types of risk faced by the Bank and credit risk in greater detail.	<ul style="list-style-type: none"> • Risks faced by banks. • Risk appetite and tolerance. • Credit risk, Market risk, Operational Risk, Liquidity Risks.

7 CREDIT MANAGEMENT & POLICY

PURPOSE	TOPICS
BOD has a key role to play in defining and monitoring the effective lending policy and practices. They should effectively monitor the credit risk and prudential guidelines to ensure the health of the bank and interest of depositors.	<ul style="list-style-type: none"> • Credit Policy. • Credit Risk Management. • Loss recognition : IFRS - 9 and prudential guidelines.

8 AML AND CFT GUIDELINES

PURPOSE	TOPICS
BOD are dutybound to ensure that there are no Anti Money Laundering and Terrorist Financing risks emanating from their organization. The BOD are expected to be extremely prudent in ensuring the compliance to the CBUAE regulations.	<ul style="list-style-type: none"> • AML and CFT. • Areas of potential risks. • Regulatory responsibilities for BOD on AML/CFT.

9 CONSUMER PROTECTION REGULATION

PURPOSE	TOPICS
Consumer Protection Standards (CPS) is a major regulation implemented by CBUAE for protecting the interest of the consumers and stability of the financial system. The BOD has specific responsibilities in the implementation of the standard failing which there can be regulatory action.	<ul style="list-style-type: none"> • CBUAE Consumer Protection Standards. • Responsibilities of BOD in Consumer Protection Standards.

006

FINTECH & ANALYTICS

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FINTECH & ANALYTICS

HOW TO APPROACH THIS CATEGORY

EIBFS Fintech and Analytics vertical covers the entire suite of offerings which are key to creating the digital skillsets required for bankers across all levels.

Professional Certifications

1. CERTIFICATE IN FINTECH
2. CERTIFICATE IN BLOCKCHAIN
3. CERTIFICATE IN DATA ANALYTICS

Specialization

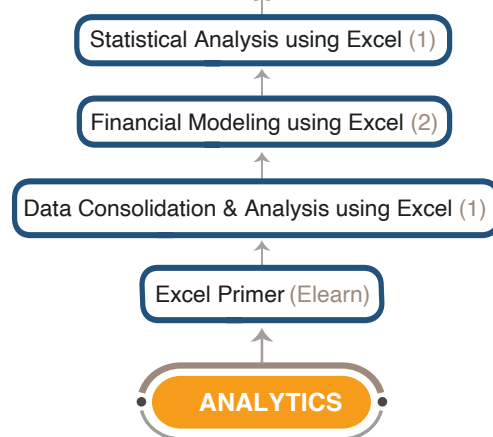
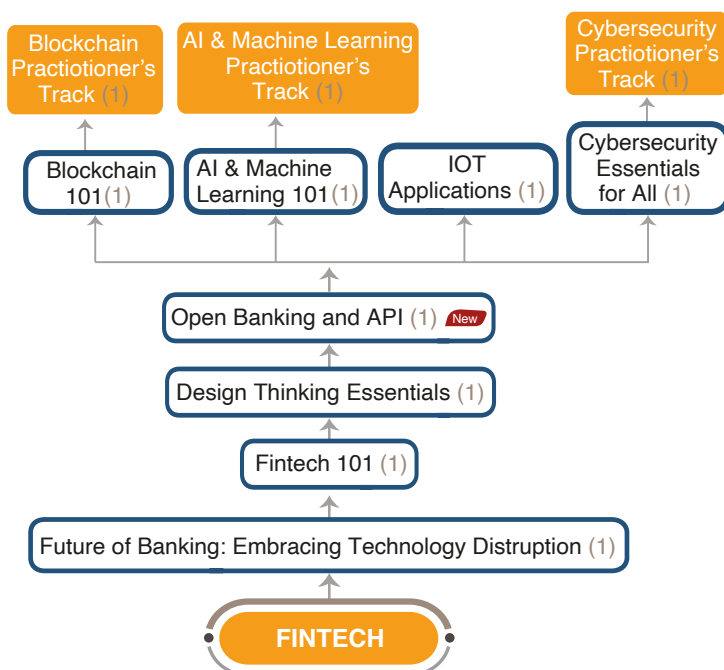
1. Agile 101 (1)
2. RegTech (1)
3. Islamic Fintech (1)
4. Robotic Process Automation (1)
5. Cryptocurrency 101 (1)
6. Cloud Applications 101 (1) New
7. Payment Tech (1) New

Masterclass

1. Analytics using Python (Flipped)
2. Analytics using R (2) New
3. HR Analytics (1) New

Specialization

1. Dashboard Creation using Excel (1)
2. Introduction to Sales Analytics (1)
3. Introduction to Fraud Analytics (1)
4. SQL primer for data analysis (1)
5. Data Visualization using Power BI (2)
6. Data Story Telling and Decision Making for Managers (1) New



Micro-Learning & E-Learning Courses

1. Data driven decision making.
2. Dashboard using Tableau public.
3. Presenting data effectively using pivot table and charts.
4. Beginners guide on Power BI for visualization.
5. Beginners Guide on Statistics for Bankers.
6. Excel primer.
7. Using numpy in python.
8. Basics of python.
9. Using pandas in python.
10. Creating advance charts using python part 1.
11. Creating advance charts using python part II.
12. Regression analysis using python.
13. Beginner's guide in using Excel.
14. A beginner's guide to Excel macros.
15. Effective data presentation using charts.
16. Predictive analytics measurements in Excel.
17. Data Cleaning and Organizing using Excel.
18. Advance Chart options in Excel.
19. Introduction to Cryptocurrencies - Focused lecture series.

Learning Bundles

Fintech Bundles

Emerging Technology Fundamentals

1. Blockchain 101.
2. AI 101.
3. IoT Applications.
4. Robotic Process Automation.

Analytics Bundles

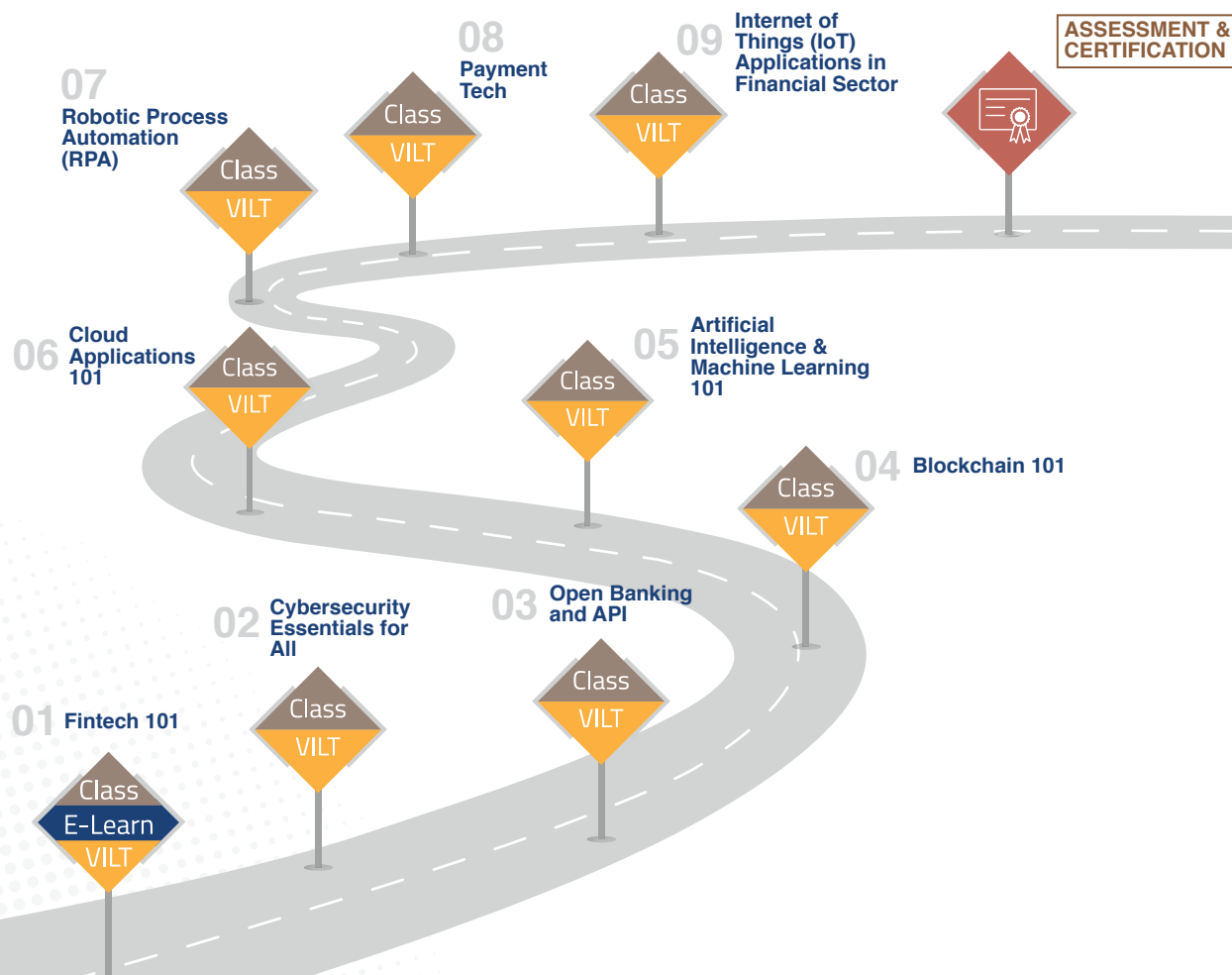
Emerging Technology Fundamentals

1. SQL Primer for Data Analysis.
2. Data Visualization using Power BI.
3. Dashboard using Tableau Public.
4. Analytics using Python.

Excel a fundamental analysis tool for workplace

1. Excel Primer.
2. Data Consolidation and Analysis using Excel.
3. Dashboard Creation using Excel.

EIBFS INTERNATIONAL CERTIFICATION IN FINTECH (EICF)



FINTECH

This Course is also available as E-learning E-Learning Code: 6008

1
FUTURE OF BANKING: EMBRACING TECHNOLOGY DISRUPTION

course type
Class/VILT
 course no:
1813

Foundational

1 DAY

Open for all Functional Foundation areas of banking

PURPOSE

This training program is designed to provide the participants a big picture overview about how technologies and digital trends are disrupting the business model of banking worldwide. The course is the foundation level CPD program which can be attended by middle and senior management officials across business units. This will help learners to understand and appreciate the big trends in the making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The current global financial trends in digital space.
- How fintechs would drive the new business model.
- How customer analytics would impact the business.
- How blockchain, artificial intelligence, robotics and other technologies would shake up the banking space.

Date	Location
02 Mar	VILT
31 Mar	VILT
08 May	Dubai
08 Jun	VILT
04 Sep	VILT
06 Oct	Sharjah
06 Nov	VILT

This Course is also available as E-learning E-Learning Code: 6134

2
FINTECH 101

Pathway code:
7500
 course type
Class/VILT
 course no:
1814

Foundational

1 DAY

Open for all Functional Foundation areas of banking

PURPOSE

This 1-day CPD program opens the board horizons of FinTech to the learners. The learners would understand the various use cases of fintech in the financial domain and the regulatory developments.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial technology (fintech) is disrupting the financial industry.
- Fintech ecosystem, key players.
- Use cases of fintech in banking & financial sector like lending, investments, payments etc.
- Global regulatory developments in fintech space – Regtech, Insuretech, Wealthtech.
- Case studies.

Date	Location
28 Feb	VILT
28 Mar	VILT
27 Apr	VILT
29 May	Dubai
04 Oct	VILT
23 Oct	VILT
22 Nov	Sharjah

Pathway code: 7137 **course type** Class/VILT **course no:** 1822

3
DESIGN THINKING ESSENTIALS

course type
Class/VILT
 course no:
1822

Intermediate

1 DAY

Open to all based on Intermediate Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial technology (fintech) is disrupting financial industry.
- What is design thinking.
- Design thinking and its role in innovation.
- Process of design thinking.
- Ways to synthesize ideas to a cohesive, practical products and solutions.

Date	Location
13 Apr	Dubai
08 May	VILT
13 Jun	VILT
18 Sep	AbuDhabi
17 Oct	VILT
16 Nov	VILT
28 Nov	VILT

Pathway code: 7503 **course type** Class/VILT **course no:** 1815

4
BLOCKCHAIN 101

course type
Class/VILT
 course no:
1815

Intermediate

1 DAY

Open for Professionals in all functional areas of Banking

PURPOSE

This 1-day CPD program focuses on use cases of Blockchain in Banking and Financial services industry. Learners would understand the basics of Blockchain technology and explore various areas where it could be used.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How blockchain works.
- Smart contracts.
- Public vs private blockchain.
- Use cases of blockchain in banking and financial sector with various case studies.

Date	Location
27 Mar	VILT
25 Apr	VILT
25 May	Sharjah
26 Jun	AbuDhabi
27 Oct	VILT
15 Nov	VILT
27 Sep	VILT

FINTECH

5
AI 101(ARTIFICIAL INTELLIGENCE & MACHINE LEARNING 101)

Pathway code:
7504

course type
Class/VILT

course no:
1816

Intermediate

1 DAY

Open to mid & senior professionals in all functionals areas

PURPOSE

This 1-day CPD program focuses on the applications of emerging areas of AI and Machine Learning. The participants would explore how AI, Robotics and Machine Learning could be used in various business domains in banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is AI and machine learning.
- Robotic process automation.
- Learn how AI and robotics process automation is reshaping business process.
- Analyze use cases of AI in banking and financial sector with various case studies.

Date	Location
30 Mar	VILT
28 Apr	VILT
29 May	Sharjah
28 Jun	VILT
30 Oct	VILT
20 Nov	VILT
29 Sep	AbuDhabi

6
INTERNET OF THINGS (IOT) APPLICATIONS IN FINANCIAL SECTOR

Pathway code:
7508

course type
Class/VILT

course no:
1817

Foundational

1 DAY

Open to mid & senior professionals in all functionals areas

PURPOSE

This -1 day CPD program aims at creating awareness amongst the learners about the applications of IoT in banking and financial services. IoT is expected to be the next big thing in the financial sector. The course will analyze how IoT could be used to bring more convenience to banking customers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is IoT and how it works.
- How banks can use IoT in various business domains.
- The challenges and opportunities in this area.

Date	Location
28 Apr	VILT
29 May	VILT
23 Nov	VILT
08 Dec	VILT

7
CYBERSECURITY ESSENTIALS FOR ALL

Pathway code:
7501

course type
Class/VILT

course no:
1818

Intermediate

1 DAY

Open to mid & senior professionals in all functionals areas

PURPOSE

This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyberattacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to evaluate the critical role of cybersecurity in the banking industry.
- Various types of cyber attacks.
- How to combat cyberattacks and cybercrimes.
- How to deliberate on new trends, regulations and best practices.

Date	Location
14 Mar	VILT
11 Apr	VILT
14 Jun	Dubai
18 Sep	Sharjah
18 Oct	VILT
06 Nov	VILT

8
BLOCKCHAIN PRACTITIONERS TRACK

course type
Class/VILT

course no:
1828

Practitioners Track

1 DAY

Specialized program for practioners, Relevant work experience or attending Blockchain 101 mandatory

PURPOSE

This is a specialized program aimed at discussing the use cases of blockchain and to discuss how blockchain can be implemented in various areas and how to execute blockchain projects in the organizations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discuss blockchain concept & applications.
- Develop the ability to analyze and respond to blockchain opportunities and challenges.
- Determine the rough order of magnitude (ROM) to participate in a blockchain related initiative.
- Determine the minimum constraints a blockchain related initiative must attain to be feasible.
- Present blockchain related initiatives effectively, which respond to key stakeholder concerns.

Date	Location
17 May	VILT
19 Sep	VILT

9 CYBERSECURITY PRACTITIONERS TRACK

course type
Class/VILT

course no:
1829

Practitioners Track

1 DAY



Specialized program for practitioners, Relevant work experience or attending cyber Practitioners security Essentials mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the emerging challenges in the cybersecurity domain and discuss how to handle these threats.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand governance and risk management, security vs privacy.
- Discuss access control management & network security concepts.
- Analyze secure application development.
- Understand incident response, change management, log management.
- Discuss business continuity management and disaster recovery.
- Discuss emergent trends in cyber security.

Date	Location
21 Jun	VILT
27 Oct	VILT

10 ARTIFICIAL INTELLIGENCE & MACHINE LEARNING PRACTITIONERS TRACK

course type
Class/VILT

course no:
1832

Practitioners Track

1 DAY



Specialized program for practitioners aimed at discussing use cases. Relevant work experience or attending AI & ML foundation course is mandatory

PURPOSE

This is a specialized program for practitioners aimed at discussing the use cases of AI & ML in Banking and financial services. The course will try to explore how to implement these projects in the organizations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discuss how AI is transforming the financial industry.
- Analyze the various use cases of AI in the financial services industry.
- Analyze the framework for implementation of this in various aspects of your organization.
- Explore few hands-on activities in this area.

Date	Location
07 Jun	VILT
20 Oct	VILT

11 AGILE 101

course type
Class/VILT

course no:
1824

Specialization

1 DAY



Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process Owners, Internal auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to agile.
- Difference between 'doing' and 'being' agile.
- Toolkit for implementing agile.
- Introduction to scrum.
- Use cases in banking and financial domain.

Date	Location
12 Apr	Dubai
27 Apr	VILT
06 Jun	VILT
05 Jul	VILT
10 Oct	VILT
09 Nov	VILT
04 Dec	AbuDhabi

12 INTRODUCTION TO REGTECH

course type
Class/VILT

course no:
1825

Specialization

1 DAY



Quality professionals, Project Managers Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers, Process Owners, Internal auditors

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilises information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in Banking Industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fintech vs Regtech.
- The importance and advantages of Regtech.
- The regtech universe.
- Risk and risk management.
- Regulatory reporting using Regtech.
- The future of compliance with Regtech.

Date	Location
28 Apr	VILT
07 Jun	VILT
20 Nov	VILT
30 Nov	VILT

FINTECH

13 ISLAMIC FINTECH 101

course type
Class/VILTcourse no:
1826

Specialization

1 DAY



Bankers who wants to explore and understand the global potential of Fintech for Islamic financial industry and want to Specialization explore innovations and to gain benefits from this promising field.

PURPOSE

Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic banking and finance concepts and use of Fintech in Islamic transactions.
- Kind of innovation which is undertaking the Islamic banking and financial landscape.
- Islamic banking product innovation- use of technology ; Fintech, Regtech, Shari'ah compliance.
- Fintech application in Islamic finance: (use cases), and how they are transforming the market.

Date	Location
16 Jun	VILT
25 Oct	VILT

14 CRYPTOCURRENCY 101

course type
Class/VILTcourse no:
1837

Specialization

1 DAY



Participants from all functional areas of banking

PURPOSE

Cryptocurrency is medium of exchange done over the internet using cryptographic for financial transactions. The objective of the course is to provide an overview of legal, regulatory and policy issues associated with cryptocurrencies.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of initial coin offering, online lending, new payment, wealth management technologies.
- How cryptocurrencies function citing few major cryptocurrency.
- Overview of financial account aggregators.

Date	Location
12 May	Dubai
12 Jun	VILT
10 Oct	VILT
13 Nov	VILT

15 ROBOTIC PROCESS AUTOMATION (RPA)

Pathway code:
7506course type
Class/VILTcourse no:
1835

Specialization

1 DAY



Open for all functional areas of banking

PURPOSE

The training program is designed to provide the participants a big picture overview of robotic process automation technology, characteristics, and benefits of RPA. The course will give you an understanding of how RPA is transforming business and its effects on banking industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The current global trends in RPA.
- How RPA would drive the new business model.
- RPA's impact on the business.
- Identify important issues regarding implementation of RPA.

Date	Location
17 Apr	VILT
15 May	VILT
19 Jun	Sharjah
09 Nov	VILT
30 Nov	VILT

16 CLOUD APPLICATIONS 101

Pathway code:
7505course type
Class/VILTcourse no:
1841

Specialization

1 DAY



Participants from all functional areas of banking

PURPOSE

Applications of cloud has become a normal part of product and process improvements in organizations. The course is aimed at providing working knowledge on the concept, applications and use case of cloud computing.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to cloud computing, benefits, opportunities.
- Cloud based business models: Software as a service (SAAS).
- Cloud Ecosystem: Deployment, infrastructure, Storage.
- Overview of cloud solutions : AWS, Azure etc.
- Cloud data storage and protection.
- Cloud security.

Date	Location
10 Apr	VILT
08 May	VILT
06 Nov	VILT
27 Nov	VILT

17 OPEN BANKING AND API

Pathway code:
7502

course type
Class/VILT

course no:
1843

Specialization

1 DAY

Open to all based in relevance

LEARNING OBJECTIVES

After completing this course, learners will be able to:

- Explore open banking and use of Artificial intelligence in incumbent banks and opportunities for new entrants.
- Understand the roles of third-party providers within the Open Banking ecosystem.
- Analyse the API business model in the Open Banking revolution.
- Appreciate the opportunities that international data standards provide to protect all stakeholders within banking ecosystem.

Date	Location
21 Mar	VILT
18 Apr	VILT
20 Oct	VILT
09 Nov	VILT

18 PAYMENT TECH

Pathway code:
7507

course type
Class/VILT

course no:
1845

Specialization

1 DAY

Open to all based in relevance

LEARNING OBJECTIVES

After completing this course, learners will be able to:

- Recognize and differentiate between traditional and new payment methods
- Identify the key players in the payments ecosystem and understand the fundamentals of the payment stack
- Explore the role and importance of regulations in the payments industry and analyse regional differences
- Appreciate new technologies that are enabling product innovation in payments such as digital wallets and mobile payments and also discover back-end innovations, mobile money, and new payment infrastructure
- Explain new business models in payments and identify different monetization strategies.

Date	Location
24 Apr	VILT
22 May	VILT
16 Nov	VILT
07 Dec	VILT



ANALYTICS

1 DATA CONSOLIDATION & ANALYSIS USING EXCEL

Pathway code:
7120

course type
Class/VILT

course no:
1812

Foundation

1 DAY



Learners looking for advanced skills in Excel

PURPOSE

Participants will learn to use advanced excel functions to streamline their operational work, improve productivity and enhance spreadsheet usage with charts, tables, formulas and templates. This can help learners in areas like financial analysis, investments etc.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Usage of range names and custom formats.
- Usage of formulas and functions for decision making.
- Managing, sorting and filtering tables.
- Working with charts and pivot tables.
- Working with multiple workbooks.
- Working with macros.

Date	Location
08 Mar	VILT
30 Mar	Dubai
26 Apr	AbuDhabi
26 May	Dubai
24 Aug	VILT
20 Sep	AbuDhabi
19 Oct	Sharjah

2 FINANCIAL MODELING USING EXCEL

course type
Class/VILT

course no:
1808

Specialization

2 DAY



Participants from Corporate Banking, Risk Department, and Investment Banking

PURPOSE

This course will enable participants to effectively apply techniques to wide variety of financial models and develop an understanding and frameworks for financial analysis, modeling to analyze companies.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Linked 3 statement model.
- Assumptions that drive the forecasts.
- Sensitivity analysis.
- Projected financial statements and debt schedule.

Date	Location
30 Jan	VILT
15 May	Dubai
25 Sep	AbuDhabi

3 STATISTICAL ANALYSIS USING EXCEL

Pathway code:
7126

course type
Class/VILT

course no:
1819

Intermediate

1 DAY



Analysts and others based on relevance

PURPOSE

Participants will be able to learn the best practices in collection of data, analyzing and decision making. Participants will be able to forecast and analyze data with advanced feature of Excel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Usage of data analysis with excel.
- Usage of descriptive summary.
- Data & forecasting statistically.
- Usage of single & multiple regression analysis.
- Quality & decision support systems.

Date	Location
20 Mar	Sharjah
11 Apr	VILT
12 May	Dubai
07 Jun	AbuDhabi
05 Oct	VILT
20 Oct	AbuDhabi
06 Nov	Sharjah

4 DASHBOARD CREATION USING EXCEL

Pathway code:
7121

course type
Class/VILT

course no:
1827

Specialization

1 DAY



Learners looking for skills in using Dashboard and others based on relevance

PURPOSE

The objective of this course is to provide participants with a overview of a Excel Dashboard when it comes to creation of charts, summarizing charts and comparing data points and KPI's that can help the management to understand the patterns and trend for decision making. The participants will learn how to create various charts, summarize charts and tables while creating dashboard.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Important excel dashboard functions.
- Creating various charts.
- Summarizing charts.
- Interactive sales dashboard.

Date	Location
22 Mar	VILT
10 Apr	Dubai
10 May	AbuDhabi
06 Jun	Sharjah
07 Sep	VILT
29 Sep	AbuDhabi
23 Oct	Dubai

5 INTRODUCTION TO SALES ANALYTICS

Pathway code:
7124

course type
Class/VILT

course no:
1830

Specialization

1 DAY



Relationship Managers, marketing staff and managers involved in marketing of new products and services.

PURPOSE

The course provides the overview of the field of sales analytics and tools to forecast, identify customer segments so that you can make a informed business decisions improving sales management effectiveness and seller experience. Creating awareness and understanding of tools is an important step in making informed decisions and bringing in sales effectiveness.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Forecasting techniques to identify a pattern.
- Sentiment analysis.
- Client segment analysis.
- Role of technology in sales.

Date	Location
23 May	VILT
20 Jun	VILT
17 Nov	VILT
04 Dec	VILT

6 INTRODUCTION TO FRAUD ANALYTICS

Pathway code:
7125

course type
Class/VILT

course no:
1831

Specialization

1 DAY



Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fraud analytics – its importance and challenges.
- Fraud profiling.
- Data analysis.
- Risk assessment using data.
- Internal control measures.
- The fraud scenario approach.
- Using analytics for internal fraud investigation / audit.

Date	Location
08 May	VILT
06 Jun	VILT
10 Nov	VILT
30 Nov	VILT

7 ANALYTICS USING PYTHON – MASTERCLASS

Pathway code:
7123

course type
Flipped

course no:
1820

Masterclass

2 DAY



Analysts, Managers in departments like risk, analytics and others based on relevance

PURPOSE

Python is a general purpose programming language that is becoming more and more popular for doing data analytics projects. Companies worldwide are using Python to harvest insights from their data and get a competitive edge. This course teaches how to use python to do data science projects in banking. In particular, the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

E-learning module learning outcome:

- language syntax and fundamentals.
- Use of python in analytics.
- Read & write files in python.
- Write functions and statements in python.

Live class module learning outcome:

- Importing datasets in python.
- Preparing the data for data analysis.
- Descriptive statistics using python.
- Developing models using python.

Date	Location
30 Mar	Sharjah
25 Apr	VILT
25 May	Dubai
19 Oct	VILT
24 Oct	AbuDhabi
13 Nov	Sharjah

8 SQL PRIMER FOR DATA ANALYSIS

course type
Class/VILT

course no:
1836

Specialization

1 DAY



Open to all based on relevance

COURSE OVERVIEW

As the importance of data collections has increased exponentially, the skillsets required to use, interact, provide insights from the data to make decisions has also increased. The skillsets to retrieve data and work with data has become important and to do that understanding of SQL is important as SQL is the standard language used to communicate with database systems.

PURPOSE

The objective of this course is to give a primer on foundations of SQL using Microsoft SQL Management studio tool to organize data for analyzing and working with data to provide insight and write simple queries to select data from tables.

LEARNING OBJECTIVES

What You Will Learn:

- Common command functions.
- String & conversion functions.
- Math functions.
- Logical functions.
- Aggregate functions.

Date	Location
15 Mar	VILT
14 Jun	Sharjah
04 Sep	AbuDhabi

ANALYTICS

9 DATA VISUALIZATION USING POWER BI

Pathway code:
7122

course type
Class/VILT

course no:
1839

Specialization

2 DAY

Open to all based on relevance

COURSE OVERVIEW

The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live Dashboards, Charts, graphs help to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making.

PURPOSE

The objective of this course is to provide participants with knowledge about how PowerBI can be an amazing tool to track KPI's, comparing data points and helps in buildingchartsand interactivedashboardsfordecisionmaking.

LEARNING OBJECTIVES

What You Will Learn:

- Connect and import the datasets.
- Create analytical calculations.
- Create interactive reports & sales dashboards.

Date	Location
06 Mar	VILT
23 Mar	VILT
24 Apr	VILT
21 Sep	VILT
10 Oct	VILT
31 Oct	VILT

10 ANALYTICS USING R

course type
Class/VILT

course no:
1840

Specialization

2 DAY

Analysts, Managers in departments like risk, analytics and others based on relevance

PURPOSE

The power of data analytics is helping the financial institutions to provide more value-added services. New trends are being identified for customer satisfaction and needs mastering the appropriate tools to derive knowledge from data. Several tools and platforms have emerged to be able to mine the data and provide meaningful insights. This course teaches you how to use R in banking environment. In particular, the course will focus on how to prepare data for analysis and perform simple statistical analysis and create statistical models.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Language syntax and fundamentals.
- Read & Write Files in R.
- Developing models using R.
- Use of R in analytics.
- Write functions and statements in R.

Date	Location
20 Mar	Dubai
05 Jun	Sharjah
07 Sep	AbuDhabi
09 Nov	Dubai

11 DATA STORYTELLING AND DECISION MAKING FOR MANAGERS

course type
Class/VILT

course no:
1842

Specialization

1 DAY

Participants from relevant banking departments

PURPOSE

The demand of being data literate from banking professionals in the future will be in high demand and ability to how well to communicate with data, will require professionals who can skillfully turn data into a meaning full story and how well you can converse with data.

This course will enable participants to raise data awareness and help in using the information for better communicating the key financial principles and its applications in real world and in decision making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Effective Visualization
- Usage of tools of Excel, Power BI, Python
- Intrepid insights and turn them into charts and graphs.

Date	Location
03 Mar	VILT
16 Jun	Dubai
17 Apr	Sharjah
01 Sep	AbuDhabi
06 Oct	VILT
24 Nov	VILT

12 HR ANALYTICS

course type
Class/VILT

course no:
1678

Analytics

1 DAY

Analysts, Managers in departments like HR, learning and development, analytics and others based on relevance

PURPOSE

HR Analytics is a data driven approach to people related decisions. It helps in leveraging of data to make better decisions about hiring, managing, and developing the bankers in your institution. With insights gleaned from the data, you can learn how to give feedback, mentor rising leaders and identify the factors affecting high potential employees.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Statistical concepts to turn data into insights.
- Understand companies use of new technologies.
- Demonstrate the use of data driven decisions and different HR analytics competencies.
- HR analytics as an evidence-based decision-making tools.

Date	Location
28 Jun	VILT
01 Nov	VILT

E-Learning & Micro-Learning

<div>1</div> <div>EXCEL PRIMER</div> <div>Course Type: E-Learning</div> <div>ELRN Code: 6216</div>	<div>Intermediate </div> <div>Open to all based on relevance </div> <div> COURSE OUTLINE <p>To understand the commonly used functions in banking and finance.</p> </div> <div> LEARNING OUTCOME <p>After the completion of this course, the learners should be able to understand:</p> <ul style="list-style-type: none"> • Basic formulas and functions. • Conditional Formatting. • VLookup. • Index Match. • Goal Seek /Scenario Manager. • Button Creatio. </div>
<div>2</div> <div>DATA DRIVEN DECISION MAKING</div> <div>course type E-Learning</div> <div>ELRN Code: 6065</div>	<div>Intermediate </div> <div>Open to all based on relevance </div> <div> COURSE OVERVIEW <p>The course Data driven decision making (D3M) is a process that involves analyzing patterns and facts based on business data. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business. We discuss use case of good decision-making process including an example of all this can go wrong is the basis itself is wrong. This course gives an overview of data driven decision making process in business.</p> </div> <div> LEARNING OBJECTIVES <p>What You Will Learn:</p> <ul style="list-style-type: none"> • What is data science. • Significance of data driven decision making. • Date maturity of organisation. • Types of data. • Mistakes made in data driven decision making. • Use case of data driven decision making. </div>
<div>3</div> <div>DASHBOARD USING TABLEAU PUBLIC</div> <div>course type E-Learning</div> <div>ELRN Code: 6232</div>	<div>Specialization </div> <div>Learners looking for skills in using Tableau public for visualization and analysis and others based on relevance </div> <div> COURSE OVERVIEW <p>The datasets contain insights that can be used to make an informed decision. The raw data with numbers alone may be a challenge to get insights from the datasets. Live Dashboards, Charts , graphs helps to view the datasets from a different perspective and provides you with insights quickly. When we look at the data in visualized form, the trends and patterns can be identified which supports in better decision making.</p> </div> <div> PURPOSE <p>The objective of this course is to provide participants with knowledge about how Tableau Public can be an amazing tool to visualize data and comparing data points that helps in identifying trends and patterns.</p> </div> <div> LEARNING OBJECTIVES <p>What You Will Learn:</p> <ul style="list-style-type: none"> • Applying the tools. • Basic functionality to visualize data. • Slice and dice the datasets to mine for critical insights. </div>
<div>4</div> <div>PRESENTING DATA EFFECTIVELY USING PIVOT TABLE AND CHARTS</div> <div>course type E-Learning</div> <div>ELRN Code: 6009</div>	<div>Intermediate </div> <div>Open to all based on relevance </div> <div> COURSE OVERVIEW <p>The course Data driven decision making (D3M) is a process that involves analyzing patterns and facts based on business data. The data collected could be used to develop insights and utilizing them to develop strategies and decision making that benefit the business. We discuss use case of good decision-making process including an example of all this can go wrong is the basis itself is wrong. This course gives an overview of data driven decision making process in business.</p> </div> <div> LEARNING OBJECTIVES <p>What You Will Learn:</p> <ul style="list-style-type: none"> • Pivot format. • Pivot filtering, sorting and grouping. • Subtotaling data. • Summarizing data by categories. • Updating source data. • Updating pivot tables. • Adding new data to pivot table and charts. • Creating pivot charts </div>

E-Learning & Micro-Learning

5 BEGINNER'S GUIDE IN USING EXCEL

course type
E-Learning

ELRN Code:
6095

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Microsoft Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. Excel is a tool that allows you to enter quantitative data into a spreadsheet to apply mathematical computations. Excel helps to convert qualitative data into information. The information produced in the Excel can be used for professional and personal decision makings.

This program provides you an overview of excel applications with an orientation to access the commands and features of an Excel workbook.

LEARNING OBJECTIVES

What You Will Learn:

- Excel worksheet features.
- Sum functions.
- Data filter.
- Drop down list.
- Calculations.
- Conditional formats.
- Data sort.
- Data view/review.

6 A BEGINNER'S GUIDE TO EXCEL MACROS

course type
E-Learning

ELRN Code:
6118

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Microsoft Excel is the most versatile and widely used office applications. No matter whatever the career path you choose, you will be using excel to accomplish your professional objectives. In Excel tasks can be automated with the help of macros. Macros are codes that helps excel to automate repetitive tasks and features that you want to accomplish quickly with just click of a button.

This program provides you an overview of macros applications to create multiple new sheets with a basic design and summarizing datasets that can be automated using excels in built features for macros.

LEARNING OBJECTIVES

What You Will Learn:

- Excel macros features.
- Auto new sheet creation with a basic design using macros.
- Summarizing data using macros from various worksheet datasets.

7 EFFECTIVE DATA PRESENTATION USING CHARTS

course type
E-Learning

ELRN Code:
6292

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Charts are one of the most powerful features of Microsoft excel. Charts are like adding an extra dimension to a spreadsheet that provides the users to visualize the data. The charts helps us with an ability to see the plotted data that can be helpful to identify trends and patterns in data.

This program provides you an understanding with the creation of charts and usage of specific charts to understand the pattern and trends in dataset.

LEARNING OBJECTIVES

What You Will Learn:

- Basic chart creation.
- Multiple chart creation for same datasets.
- Pie charts.
- Run charts.
- Band charts.
- Pareto's chart.

8 BEGINNERS GUIDE ON POWER BI FOR VISUALIZATION

Course Type:
E-Learning

ELRN Code:
6329

Intermediate 



Open to all based on relevance

COURSE OUTLINE

Power BI is a tool that helps to visualize and build relationships with the multiple source of data. This course explains the basic functionalities of using Power BI to create visualization for the datasets.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Understand the basics of Power BI applications.
- Organize and clean the data in Power BI.
- Visualize the datasets.

9 BEGINNERS GUIDE ON STATISTICS FOR BANKERS

Course Type: E-Learning ELRN Code: 6330

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To understand application of statistics in the dataset to understand the pattern of the data.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- The point estimates for datasets
- The variance in datasets
- To measure the middle range in the dataset.

10 PREDICTIVE ANALYTICS MEASUREMENTS IN EXCEL

Course Type: E-Learning ELRN Code: 6331

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To understand the metrics before making predictions for the datasets.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Identify Dependent and Independent Variable.
- Identify the relationship among variables.
- Using multiple regression to make a prediction.

11 DATA CLEANING AND ORGANIZING USING EXCEL

Course Type: E-Learning ELRN Code: 6332

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To understand how datasets needs to be organized and cleaned before using the datasets to analyze and visualize.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Identify errors and blank cells.
- Removing duplicates from the datasets.
- Formatting the cells.

12 ADVANCE CHART OPTIONS IN EXCEL

Course Type: E-Learning ELRN Code: 6333

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To create a specific chart for understanding the datasets patterns.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Box Plot Chart.
- Waterfall Charts.

13 BASICS OF PYTHON

Course Type: E-Learning ELRN Code: 6310

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with basic coding in python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the basics of python.
- To understand the basic libraries in python- numpy and panda.

E-Learning & Micro-Learning

14 USING NUMPY IN PYTHON

Course Type: E-Learning
ELRN Code: 6311

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with numpy (library) in python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the basics of numpy library.
- To understand how to do basic operations using numpy.

15 USING PANDAS IN PYTHON

Course Type: E-Learning
ELRN Code: 6312

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with pandas (library) in python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the basics of panda library.
- To understand how to do basic operations using panda.

16 CREATING ADVANCE CHARTS USING PYTHON PART 1

Course Type: E-Learning
ELRN Code: 6313

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with how to create advance charts using python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the interpretation of advance charts- Box plot and Histogram.
- To understand how to create advance charts using python- Box plot and Histogram.

17 CREATING ADVANCE CHARTS USING PYTHON PART II

Course Type: E-Learning
ELRN Code: 6314

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with how to create advance charts using python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the interpretation of advance charts- Scatter plot and Hexagon plot.
- To understand how to create advance charts using python- Scatter plot and Hexagon plot.

18 REGRESSION ANALYSIS USING PYTHON

Course Type: E-Learning
ELRN Code: 6315

Intermediate 



Open to all based in relevance

COURSE OUTLINE

To familiarize the participants with how to do regression analysis using python.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- To understand the interpretation of regression analysis.
- To understand how to do regression analysis using python.

19 INTRODUCTION TO CRYPTOCURRENCIES - FOCUSED LECTURE SERIES

Course Type: E-Learning
ELRN Code: 6127

Intermediate 



Open to all based in relevance

COURSE OUTLINE

Cryptocurrency is medium of exchange done over the internet using, after complete this course learner will Overview of initial coin offering, online lending, new payment, wealth management technologies.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- How cryptocurrencies function.
- Citing few major cryptocurrency.
- The objective of the course is to provide an overview of legal, regulatory and policy issues associated with cryptocurrencies.

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معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



07

CORPORATE BANKING & CREDIT

eibfs

CORPORATE BANKING & CREDIT

HOW TO APPROACH THIS CATEGORY

This category aims at creating the relevant and contemporary skillsets for professionals in the domain of credit, corporate and commercial banking. This category covers the entire spectrum of credit and corporate banking with its solutions focused on Credit analysis and Corporate Relationship Management.



Micro-Learning & E-Learning Courses

1. Balance sheet analysis.
2. Corporate banking non-credit products.
3. Credit risk measurement: Probability of default.
4. Credit analysis using DuPont analysis.
5. Understanding Income statement, balance sheet and financial ratios.
6. Corporate banking credit products.
7. Exposure at default & Loan given default.
8. Financial ratios.
9. Income statement analysis.
10. Early warning system for problem loans.

Learning Bundles

Corporate Banking & Credit Bundles

Credit Decisioning

1. Credit Appraisal Methods.
2. Financial Institutions Credit Analysis.
3. Credit Proposal Writing.

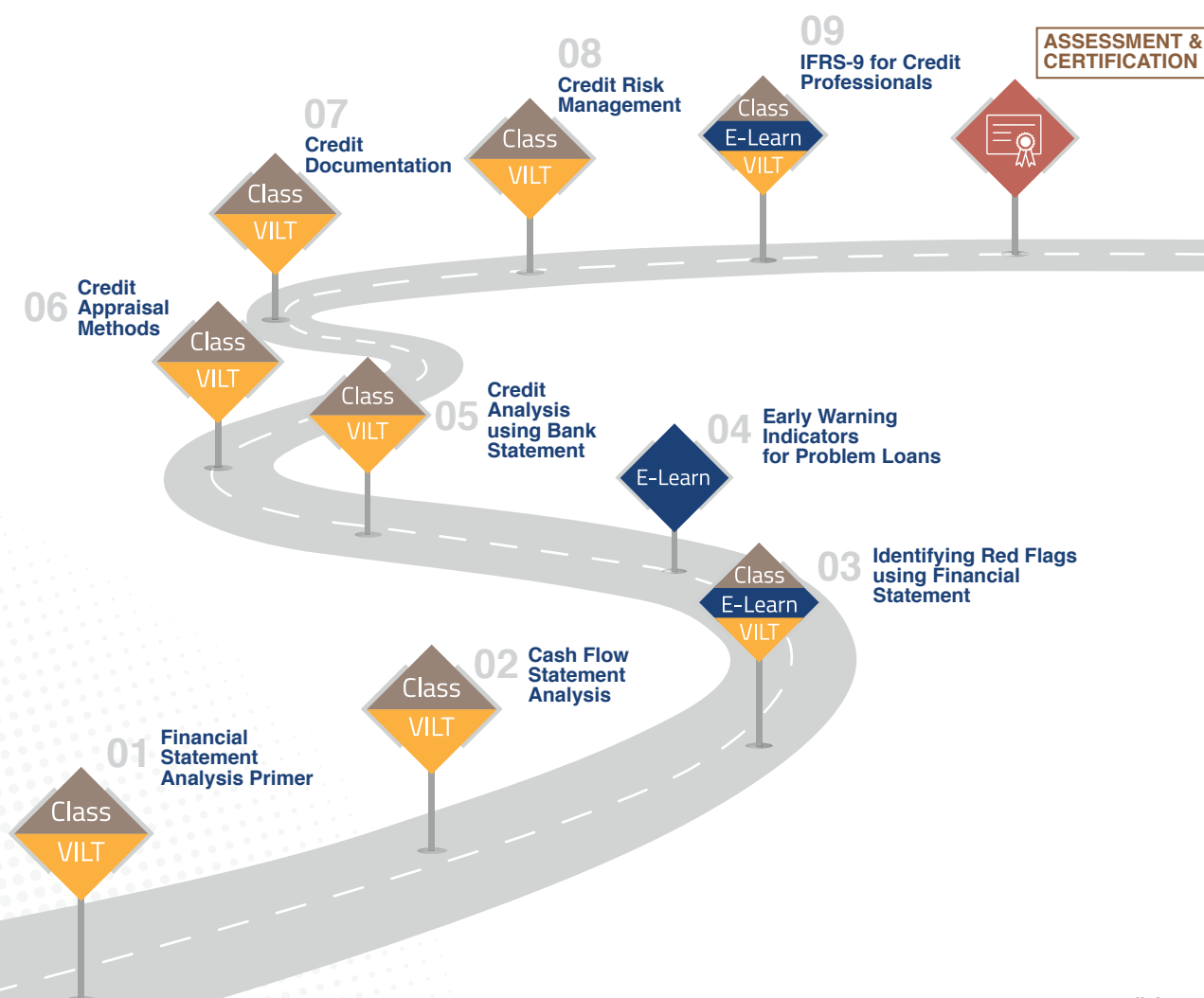
Problem Loan Management

1. Corporate Debt Restructuring.
2. IFRS - 9 for Credit Professionals.
3. Retail Problem Loan Management.

Corporate Banking Products

1. Cash Management and Transaction Banking.
2. Supply Chain Finance.
3. SME Financing.
4. Real Estate & Contracting Finance.
5. Project Financing Masterclass.

EIBFS INTERNATIONAL CERTIFICATION IN CREDIT (EICC)



CORPORATE BANKING & CREDIT

This Course is also available as E-learning | E-Learning Code: 6204

1 ACCOUNTING FOR NON-ACCOUNTANTS

course type
Class/VILT

course no:
1222

Foundation

2 DAY

This is for those who are 2 DAY from a non-accounting background looking to learn financial analysis

PURPOSE
Accounting is the language of business. A basic understanding of account- ing is a must for all aspiring managers. This course introduces participants to accounting principles, double entry book-keeping and the construction of financial entries from accounting transactions. The course can act as a foundation program for learners with non-accounting background aspiring for roles in financial analysis.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Introduction to accounting and financial statements.
- Double entry accounting.
- Accounting assumptions and principles.
- Introduction to IFRS balance sheet, profit and loss and cash flow statements.

Date	Location
13 Mar	VILT
18 May	AbuDhabi
05 Oct	VILT
13 Nov	VILT

2 FINANCIAL STATEMENT ANALYSIS PRIMER

Pathway code:
7000

course type
Class/VILT

course no:
1204

Foundation

2 DAY

Relationship officers, managers and credit analysts from SME, Commercial banking and corporate banking departments

PURPOSE
The course on financial statement analysis provides participants with a fundamental understanding of accounting principles, concepts, conventions, and key characteristics of accounting information. Participants will be able to learn about the various types of financial statements and their importance. They will learn the use of various analytical tools like ratio analysis and common-size statements. They will be able to identify the key line items on the financials and their inter-relationships.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Purpose and structure of financial statements.
- Important accounting principles, concepts, conventions.
- Reading and understanding the balance sheet and income statement.
- Trend analysis / common size statements.
- Ratio analysis.

Date	Location
08 Mar	VILT
12 Apr	VILT
12 May	Dubai
14 Jun	AbuDhabi
04 Sep	VILT
04 Oct	VILT
03 Nov	Sharjah

3 CASH FLOW STATEMENT ANALYSIS

Pathway code:
7001

course type
Class/VILT

course no:
1224

Foundation

1 DAY

Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE
This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners will analyze cash flow statements to help them make informed decisions.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Understand how a cash flow statement is prepared.
- Analyze cash flow from operations, investing and financing activity.
- Link cash flow analysis to other financial statements.
- Analyze business performance using cash flow statement.

Prerequisite: Financial Statement Analysis Primer

Date	Location
20 Feb	VILT
22 Mar	VILT
21 Apr	VILT
11 Sep	VILT
11 Oct	VILT
10 Nov	Sharjah

This Course is also available as E-learning | E-Learning Code: 6205

4 IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

Pathway code:
7002

course type
Class/VILT

course no:
1225

Specialization

1 DAY

Officials in the area of Credit, Risk, Corporate Relationship managers, Credit analysts etc.

PURPOSE
This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES
After the completion of this course, the learner should be able to understand:

- Understand how financial statements could be used to analyze red flags.
- Discuss possible areas of creative accounting and financial frauds.
- Identify red flags on company's financial position to make a suitable credit or investment decision.

Prerequisite: Financial Statement Analysis Primer & Cash Flow Analysis.

Date	Location
09 Mar	Sharjah
10 Apr	VILT
11 May	VILT
18 Sep	VILT
18 Oct	VILT
17 Nov	Dubai

CORPORATE BANKING & CREDIT

5 CREDIT PROPOSAL WRITING

course type
Class/VILT

course no:
1219

Intermediate

1 DAY



Analysts, RMs and other executives in corporate banking, credit, SME

PURPOSE

This course has been introduced to help credit officers develop their skills in writing loan proposals. Many credit officers, who are well-versed in analyzing a loan proposal, often fail to present an acceptable case proposal to the Credit committee. The committee must often seek clarifications and this leads to unwanted delays. This course will help credit officers to structure a loan proposal adequately and present the same to the credit committee in an acceptable format leading to quicker resolution.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Outline of the proposal
- Industry factors
- Management quality
- Summary risk assessment.
- Key facility risks and how these risks will be mitigated by the suggested loan structure.
- Executive summary of the proposal.
- Company analysis
- Security analysis
- Financial analysis
- Financing outline

Date	Location
16 Jun	VILT
25 Oct	VILT

6 CURRENT ECONOMIC TRENDS

course type
Class/VILT

course no:
1220

Intermediate

1 DAY



Analysts, RMs, functional departments heads and other based on relevance

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Key economic measures for analysis.
- Fiscal policy and impact.
- Current uae economic environment.
- Business cycle analysis.
- Monetary policy and impact.
- Global macros and the impact.

Date	Location
16 Feb	VILT
22 Aug	Sharjah
05 Dec	VILT

7 RETAIL CREDIT

course type
Class/VILT

course no:
1217

Intermediate

1 DAY



Professionals from consumer loans, consumer credit and other related departments

PURPOSE

The objective of this program is to understand and analyze the consumer lending market in UAE. The program focus will be on the Consumer lending products, risk appraisal and analysis of the credit cycles.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about consumer lending.
- Retail credit cycle.
- Retail credit regulations.
- Credit risk appraisal for consumer credit retail credit scoring.
- Economic cycles and relation with credit cycles.

Date	Location
13 Feb	VILT
27 Oct	VILT

8 CREDIT APPRAISAL METHODS

Pathway code:
7004

course type
Class/VILT

course no:
1202

Intermediate

2 DAY



Relationship officers, analysts and credit officers of commercial & corporate banking & SME departments

PURPOSE

This program is designed to help learners analyze the current local and international economic trends in the context of the banking and financial sector.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Basic principles of bank credit.
- Forecasting financials and sensitivity analysis.
- Credit scoring.
- Credit rating.
- Evaluation of working capital and term loans.
- Credit risk analysis through ratios and cash flow analysis.
- Importance of site inspections.
- Pricing raroc.

Prerequisites: Financial Analysis module programs

Date	Location
08 May	VILT
01 Jun	VILT
02 Oct	VILT
07 Nov	VILT

9 CREDIT ANALYSIS USING BANK STATEMENT

Pathway code:
7003

course type
Class/VILT

course no:
1232

Intermediate

1 DAY



Relationship officers, analysts and credit officers of commercial & corporate banking & SME departments

PURPOSE

Many SME businesses do not maintain proper Financial Statements but desperately require loans. Therefore, banks need to perform credit appraisal using bank statements and other information. This program fills that need.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to read a bank statement.
- Introduction to financial statements.
- Computation of revenue/ liabilities/ net profits/ cash flow analysis.
- Signs of health/red flags/identify all significant and recurring transactions.
- Credit decision & credit monitoring.

Date	Location
19 Apr	VILT
19 May	VILT
25 Sep	VILT
25 Oct	VILT
24 Nov	AbuDhabi

10 IDENTIFYING BUSINESS OPPORTUNITIES FROM FINANCIAL STATEMENT

Pathway code:
7020

course type
Class/VILT

course no:
1231

Intermediate

1 DAY



Relationship managers and Assistant Relationship Managers in Corporate banking, SME banking

PURPOSE

Relationship Managers will gain understanding of the concept of CRM and will equip them with tools and techniques required to develop an appropriate CRM strategy in a corporate setting.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The concept of relationship banking.
- Identifying the right borrower.
- Portfolio management.
- New customer acquisition / retention of existing customers.
- Cross selling, upselling.

Date	Location
23 Feb	VILT
21 Mar	VILT
29 Aug	VILT
13 Sep	VILT

11 FRAUD & AML RED FLAGS FOR RELATIONSHIP MANAGERS

Pathway code:
7026

course type
Class/VILT

course no:
1234

Specialization

1 DAY



Relationship Officers & Managers

PURPOSE

Relationship Managers are the first line of defense and play a very important role in satisfying the obligations of Banks under AML Laws. Behavioral red flags can only be identified by first line of defense.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is fraud and what is ml.
- Fraud triangle-motivations for fraud.
- Methods of ml.
- Identify fraud and ml red flags-transactional & behavioral.
- Obligations to report suspicious transactions from red flags.

Date	Location
20 Mar	VILT
17 Apr	VILT
17 May	Sharjah
03 Oct	VILT
20 Oct	VILT

12 TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS

Pathway code:
7022

course type
Class/VILT

course no:
1425

Specialization

1 DAY



Relationship managers in corporate banking, treasury sales, credit analysts and other who want an idea of hedging solutions for corporates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To hedge or not to hedge.
- Identifying hedging opportunities for a corporate client.
- How hedging can manage risks and support corporate performance.
- Overview of tools for hedging: forwards, futures, options and swaps.

Date	Location
03 Mar	VILT
28 Mar	VILT
27 Apr	Dubai
06 Sep	VILT
21 Sep	VILT

CORPORATE BANKING & CREDIT

13 RETAIL PROBLEM LOAN MANAGEMENT

course type
Class/VILT

course no:
1205

Intermediate

1 DAY



Relationship Managers, Analysts, collection and Specialization remedial teams on Corporate & SME side (Non-retail)

PURPOSE

This course will enable participants to identify the early warning signals of problem loans. They will be able to develop a concrete set of procedures once a problem loan has been identified.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Causes of problem loans and costs.
- Identification of problem loans and measuring delinquency - Regulatory guidelines.
- Controlling problem loans.
- Strategy for loan recovery.
- Analysis of the remedial actions.
- UAE bankruptcy code.

Date	Location
12 Jun	VILT
17 Mar	VILT
08 Sep	AbuDhabi

14 REAL ESTATE & CONTRACTING FINANCE

course type
Class/VILT

course no:
1207

Specialization

2 DAY



Executives in corporate banking who finance real estate, senior executives who wish to advance their knowledge of real estate finance

PURPOSE

This course focuses on the tools used by real estate financiers to analyze the financial feasibility of real estate developments. Participants will be able to analyze the risk and returns of investing in property.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Uae real estate market dynamics.
- Feasibility due diligence.
- Real estate regulations.
- Real estate financing – developer financing & contractor Financing.

Prerequisite: Financial Analysis module programs

Date	Location
30 May	VILT
06 Nov	VILT

This Course is also available as E-learning **E-Learning Code: 6203**

15 SYNDICATED LOANS

course type
Class/VILT

course no:
1209

Specialization

1 DAY



Corporate bankers and other in related areas

PURPOSE

This course aims at providing participants with knowledge of organizing and participating in syndicated loans. Participants will understand the roles of various participants in structuring a transaction and how to price a syndicated loan.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Characteristics of loan syndication.
- Identifying strategies for syndicate participants and their roles.
- Risk sharing.
- Analyzing principal elements of the pricing structure.
- Advantages and disadvantages to borrowers and banks.
- Types of syndicated facilities.
- The syndication sales cycle and principal milestones.
- Loan agreements/documentation in syndication.

Date	Location
02 Jun	VILT
08 Nov	VILT

16 CORPORATE DEBT RESTRUCTURING

course type
Class/VILT

course no:
1218

Specialization

1 DAY



Advanced Level: Professionals in credit, corporate banking, restructuring and SME departments

PURPOSE

This course will enable participants to restructure a distressed loan. They will understand the root causes of business failures and how operational, organizational and strategic changes must be made to revive the unit.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Causes of loan distress-business weakness-financial weakness.
- Planning restructuring-operational, organizational, financial and Strategic restructuring.
- Lender responsibilities
- Protecting security.
- Monitoring the revival.
- Priority of claims.
- Implementing the restructuring plan.
- Checklists, documentations
- Financial projections.
- Bankruptcy laws in UAE.

Prerequisite: Financial Analysis module programs

Date	Location
13 Jun	VILT
02 Oct	Sharjah
06 Nov	VILT

This Course is also available as E-learning | E-Learning Code: 6074

17 IFRS-9 FOR CREDIT PROFESSIONALS

Pathway code:
7607 / 7007

course type
Class/VILT

course no:
1227

Specialization

1 DAY



Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The objective of the course is to familiarize participants with the important provisions of IFRS9 and determination of expected loss.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The need for a new standard.
- IFRS-9 impact on the banks.
- Significant provisions in IFRS-9.
- Impairment as per IFRS-9.

Date	Location
07 Jun	VILT
22 Jun	VILT
24 Oct	VILT
23 Nov	VILT

This Course is also available as E-learning | E-Learning Code: 6062

18 RISK ADJUSTED RETURN ON CAPITAL (RAROC)

Pathway code:
7028

course type
Class/VILT

course no:
1228

Specialization

1 DAY



Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- RAROC.
- Basel capital guidelines and risk linkages.
- Hurdle rate.
- RAROC computation.
- RAROC as a performance measure.

Date	Location
05 Jun	VILT
21 Jun	VILT
20 Oct	VILT
20 Nov	VILT

19 CREDIT DOCUMENTATION

Pathway code:
7005

course type
Class/VILT

course no:
1229

Specialization

1 DAY



Credit personnel, Internal Auditors, Relationship Managers from SME, Business banking and Corporate Banking.

PURPOSE

This course enables participants to gain an understanding of the legal principles that underpin credit documentation in Banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Uae banking related laws.
- Key clauses in the loan agreement and risk mitigation.
- The loan agreement.
- Guarantees.
- The contract law.
- Guidelines for documentation.
- Insolvency law.
- Security agreements.

Date	Location
17 Apr	Dubai
17 May	VILT
16 Jun	VILT
11 Sep	Sharjah
10 Oct	VILT
09 Nov	VILT

20 IFRS-15 REVENUE FROM CONTRACTS

course type
Class/VILT

course no:
1233

Specialization

1 DAY



Finance staff, Credit and Treasury officers, Senior Managers from all departments and Risk Managers, Internal Auditors

PURPOSE

The revenue recognition rules changed dramatically with introduction of the new standard IFRS 15. Hence credit analysts need to be aware of how these new rules are applied.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Current accounting rules for recognizing revenues.
- Scope of the new revenue recognition standard IFRS 15.
- Identify the five steps for revenue recognition.
- Enhanced disclosures.

Date	Location
05 Jun	VILT
20 Nov	VILT

CORPORATE BANKING & CREDIT

21	CASH MANAGEMENT AND TRANSACTION BANKING	Pathway code: 7023	course type Class/VILT	course no: 1221														
Specialization		1 DAY	Professionals working in corporate banking, any banker who wants to understand cash management business															
PURPOSE		LEARNING OBJECTIVES																
The course will provide a basic understanding of the need for cash management and solutions offered by the banks.		After the completion of this course, the learner should be able to understand:																
		<ul style="list-style-type: none">• Cash management & transaction banking.• Link between cash management and working capital/current ratio.• Payments management.• Collections management.• Solutions provided by banks.																
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>06 Mar</td><td>VILT</td></tr><tr><td>31 Mar</td><td>VILT</td></tr><tr><td>08 May</td><td>Dubai</td></tr><tr><td>15 Sep</td><td>VILT</td></tr><tr><td>05 Oct</td><td>VILT</td></tr><tr><td>06 Nov</td><td>AbuDhabi</td></tr></table>			Date	Location	06 Mar	VILT	31 Mar	VILT	08 May	Dubai	15 Sep	VILT	05 Oct	VILT	06 Nov	AbuDhabi
Date	Location																	
06 Mar	VILT																	
31 Mar	VILT																	
08 May	Dubai																	
15 Sep	VILT																	
05 Oct	VILT																	
06 Nov	AbuDhabi																	

22	PROJECT FINANCING MASTERCLASS		course type Class/VILT	course no: 1206						
Mastercalss		2 DAY	Officials in the area of corporate banking, project financing, Credit, Risk etc.							
PURPOSE		LEARNING OBJECTIVES								
The course will provide participants with an overview of the core principles of project finance. Participants will gain a greater insight into project risks and grasp the crucial factors and techniques used in structuring project financings. Participants will be able to understand the essential credit issues in appraising project finance proposals.		After the completion of this course, the learner should be able to understand:								
		<ul style="list-style-type: none">• Differences between corporate finance and project finance.• Special purpose vehicle project structure.• Structuring the project finance.• Cash flow modelling.• Project risks-stages of project.• PPP in project financing.• Documentation.								
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>29 May</td><td>VILT</td></tr><tr><td>02 Nov</td><td>VILT</td></tr></table>			Date	Location	29 May	VILT	02 Nov	VILT
Date	Location									
29 May	VILT									
02 Nov	VILT									

23	IFRS MASTERCLASS		course type Class/VILT	course no: 1223								
Mastercalss		2 DAY	Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant									
PURPOSE		LEARNING OBJECTIVES										
The objective of this program is to introduce the key standards under IFRS and International Accounting Standards to the Banking professionals. The course will focus on the IFRS guidelines regarding presentation of financial statements, specialized areas like construction contracts, consolidated financials etc which is critical for a Banker.		After the completion of this course, the learner should be able to understand:										
		<ul style="list-style-type: none">• Overview of ifrs and the international accounting standards.• IAS -2- treatment of inventory.• Overview on IFRS -10 : consolidated financial statements.• Other relevant standards.• IAS -1- presentation of financial statements – structure, classification of balance sheet, comprehensive income.• IAS -7- : statement of cash flows.• Overview on IFRS -9- : recognition and measurement.										
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>24 Apr</td><td>VILT</td></tr><tr><td>03 Jul</td><td>Dubai</td></tr><tr><td>19 Sep</td><td>VILT</td></tr></table>			Date	Location	24 Apr	VILT	03 Jul	Dubai	19 Sep	VILT
Date	Location											
24 Apr	VILT											
03 Jul	Dubai											
19 Sep	VILT											

24	SUPPLY CHAIN FINANCE	Pathway code: 7027	course type Class/VILT	course no: 1239										
Specialization		2 DAY	Officials in the area of Credit, Risk, Relationship management, Finance or other for whom the course is relevant											
PURPOSE		LEARNING OBJECTIVES												
SCF is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.		After the completion of this course, the learner should be able to understand:												
		<ul style="list-style-type: none">• Identify elements of SCF.• Differentiate SCF products and using them.• Mitigate risks related to SCF.• Articulate blockchain and distributed ledger into SCF.												
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>30 Mar</td><td>VILT</td></tr><tr><td>27 Apr</td><td>VILT</td></tr><tr><td>10 Oct</td><td>VILT</td></tr><tr><td>30 Oct</td><td>VILT</td></tr></table>			Date	Location	30 Mar	VILT	27 Apr	VILT	10 Oct	VILT	30 Oct	VILT
Date	Location													
30 Mar	VILT													
27 Apr	VILT													
10 Oct	VILT													
30 Oct	VILT													

25 FINANCIAL INSTITUTION CREDIT ANALYSIS

course type
Class/VILT

course no:
1235

Specialization

1 DAY

Analysts, RMs and other executives in corporate banking, credit and officials in the area of credit and risk.

PURPOSE

The objective of this course is to equip participants with an understanding of how financial institutions can be analyzed, how they are different from other companies and factors that affects their financials and key performance indicators for the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How financial institutions are different from other companies.
- Analyze a bank's balance sheet and income statement.
- Identifying key ratios and performance indicators for banks.
- Camels approach.

Date	Location
10 Feb	VILT
14 Apr	VILT
06 Sep	Sharjah

26 INTERPRETING EXTERNAL CREDIT RATING FOR CORPORATES

course type
Class/VILT

course no:
1237

Specialization

1 DAY

Participants from Corporate Banking, Risk Department, and Investment Banking

PURPOSE

Ratings are an important factor to assess the ability of corporates to make their payments towards principal and interests. Ratings gives confidence to investors and lenders about the borrower's capability of meeting obligations and explains the important areas of corporate credit worthiness and assigning of appropriate ratings. This course will enable participants to understand how rating agencies assign rating and looks at corporate creditworthiness.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of external rating agencies.
- Categories of rating.
- Rating process.
- Methodologies.
- Interpretation of the ratings.

Date	Location
30 Jun	VILT
16 Oct	VILT

27 INSURANCE PRODUCTS FOR RISK MITIGATION

course type
Class/VILT

course no:
1238

Specialization

1 DAY

Participants from Credit, Corporate Banking and Relationship Managers

PURPOSE

Banks needs various tools to reduce or mitigate the risks they face from credit risk to operational risk. Various insurance products can help banks in this regard. This course looks at helping bankers know various insurance products which can help them in managing the risks in their business.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Insurance as a tool for risk mitigation.
- Various products for risk mitigation – operational risk.
- Products for risk mitigation – credit risks.
 - » Contractors all risk.
 - » Receivables insurance
 - » Property insurance.
 - » Other general insurance.
- Other relevant solutions for banks.

Date	Location
01 Jun	VILT
07 Nov	VILT

28 SME CREDIT

course type
Class/VILT

course no:
1440

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

The objective of this program is to understand and analyze the SME Finance market in UAE. The program analyzes the characteristics of SME market in UAE and an overview on the credit appraisal techniques for SMEs.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about SME Finance.
- SME market characteristics in UAE.
- Challenges faced by Banks in SME Lending.
- Promoter risk & Industry Risk Analysis.
- Financial Risk Analysis for SMEs - Credit scoring.

Date	Location
16 Mar	VILT
08 Jun	Sharjah
12 Oct	VILT

E-Learning & Micro-Learning

1 BALANCE SHEET ANALYSIS

course type
E-Learning

ELRN Code:
6350

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on balance sheet. The program will help the learners to analyze balance sheet statement to help them make their decisions.

COURSE DESCRIPTION

What You Will Learn:

- Understand how a balance sheet is prepared.
- Analyze types of assets, liabilities, and net worth.
- Link balance sheet to other financial statements.
- Analyze business performances using balance sheet.

2 CORPORATE BANKING CREDIT PRODUCTS

course type
E-Learning

ELRN Code:
6351

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for credit products and solutions offered by the banks.

COURSE DESCRIPTION

What You Will Learn:

- Introduction to credit products.
- Understanding short term finance.
- Understanding accounts receivable finance.
- Understanding term finance.

3 CORPORATE BANKING NON-CREDIT PRODUCTS

course type
E-Learning

ELRN Code:
6352

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Corporate Banking provides lending and ancillary services to diversified list of large corporate, institutions and government clients. Knowing the client's business and understanding their needs for products & services is critical to start any corporate relations. The program aims to give an understanding of corporate banking products and services which are classified as credit offerings and non-credit offerings. The course will provide a basic understanding of the need for non-credit products and solutions offered by the banks.

COURSE DESCRIPTION

What You Will Learn:

- Introduction to non-credit products.
- Understanding cash management.
- Understanding risk management.
- Understanding advisory & other services.

4 EXPOSURE AT DEFAULT & LOAN GIVEN DEFAULT

course type
E-Learning

ELRN Code:
6353

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurements are EAD & LGD. The course provides a basic understanding of risk measurement in credit and how to estimate EAD and LGD.

COURSE DESCRIPTION

What You Will Learn:

- Understand exposure at default.
- Estimating exposure at default.
- Understand loan given default.
- Estimating loan given default.

5 CREDIT RISK MEASUREMENT PROBABILITY OF DEFAULT

course type
E-Learning

ELRN Code:
6354

Intermediate 



Open to all based on relevance

COURSE OVERVIEW

Risk Management is a continuous process in identifying, analyzing, evaluating, and monitoring risk controls to mitigate the adverse effect of losses. Banks are invariably faced with different types of risks which can have negative effects on their business. Risk Indicators and measurements are very important tools used to support a range of risk management activities associated with credit risk. Every bank should have a system to measure the risk caused due to default and one of the parameters of measurement is Probability of Default. The program provides a basic understanding and estimation of probability of default.

COURSE DESCRIPTION

What You Will Learn:

- Understand probability of default.
- Estimating of probability of default.

6 FINANCIAL RATIOScourse type
E-LearningELRN Code:
6355**Intermediate** 

Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis using ratios provides a fundamental understanding of accounting principles and key metrics to gain information. This is a specialized program in the financial analysis domain which focuses solely on financial ratios. The program will help the learners to equip themselves with an understanding on how ratios helps to analyze a company's profitability, operational efficiency, liquidity, and solvency.

COURSE DESCRIPTION**What You Will Learn:**

- Understand how financial ratios are prepared.
- Understand the key liquidity, profitability, efficiency & solvency ratios.
- Analyze business performances using some key ratios.

7 INCOME STATEMENT ANALYSIScourse type
E-LearningELRN Code:
6356**Intermediate** 

Open to all based on relevance

COURSE OVERVIEW

Analyzing financial statements for decision making is a critical skill required for professionals wanting to pursue their career in banking. The financial statement analysis provides a fundamental understanding of accounting principles and key characteristics of information. This is a specialized program in the financial analysis domain which focuses solely on income statement. The program helps the learners to analyze income statements and how it is helpful in making a better decision.

COURSE DESCRIPTION**What You Will Learn:**

- Understand how an income statement is prepared.
- Analyze operating profits and net profits and expenses.
- Link income statement to other financial statements.
- Analyze business performances using income statement.

8 CREDIT ANALYSIS USING DUPONT ANALYSIScourse type
E-LearningELRN Code:
6357**Intermediate** 

Open to all based on relevance

COURSE OVERVIEW

Return on Equity (ROE) is an important metric that analysts the world over follow with great interest. It is also important to know why the ROE is high or low. In a method popularized by the Du Pont Corporation in the 1920s, ROE is broken down into components to analyze why the ROE is falling or rising. In fact, it allows credit analysts to go deep into a company's business and financial operations to pinpoint the possible deficiencies. It's a valuable tool that analysts should master.

COURSE DESCRIPTION**What You Will Learn:**

- What is credit analysis.
- What drives roe.
- Financial analysis using du pont method.
- What is the du pont method.
- Limitations of du pont.

9 EARLY WARNING SYSTEM FOR PROBLEM LOANScourse type
E-LearningELRN Code:
6358**Intermediate** 

Open to all based on relevance

COURSE OVERVIEW

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.

COURSE DESCRIPTION**What You Will Learn:**

- Why an EWS.
- Identify early warning indicators.
- Undertake corrective actions.

10 UNDERSTANDING INCOME STATEMENT, BALANCE SHEET AND FINANCIAL RATIOScourse type
E-LearningELRN Code:
6359**Intermediate** 

Open to all based on relevance

COURSE OVERVIEW

Understanding financial statement is extremely critical for analysts, relationship managers or even others. The course covers succinctly the income statement, balance sheet and financial ratios to be effectively used in analysis.

COURSE DESCRIPTION**What You Will Learn:**

- Income statement: structure and analysis.
- Balance sheet: classification.
- Financial ratios: performance, profitability, leverage, turnover ratios etc.

11 CASH FLOW STATEMENT ANALYSIScourse type
E-LearningELRN Code:
1224**Foundation** 

Open to all based on relevance

COURSE OVERVIEW

To understand how to analyze cash flow statement to make better decisions

COURSE DESCRIPTION**What You Will Learn:**

- Analyze Cash Flow from operations, Investing & Financing.
- Analyze Business Performance Using Cash Flow Statement.
- Link of Cash Flow Statement with other financial statement.

08

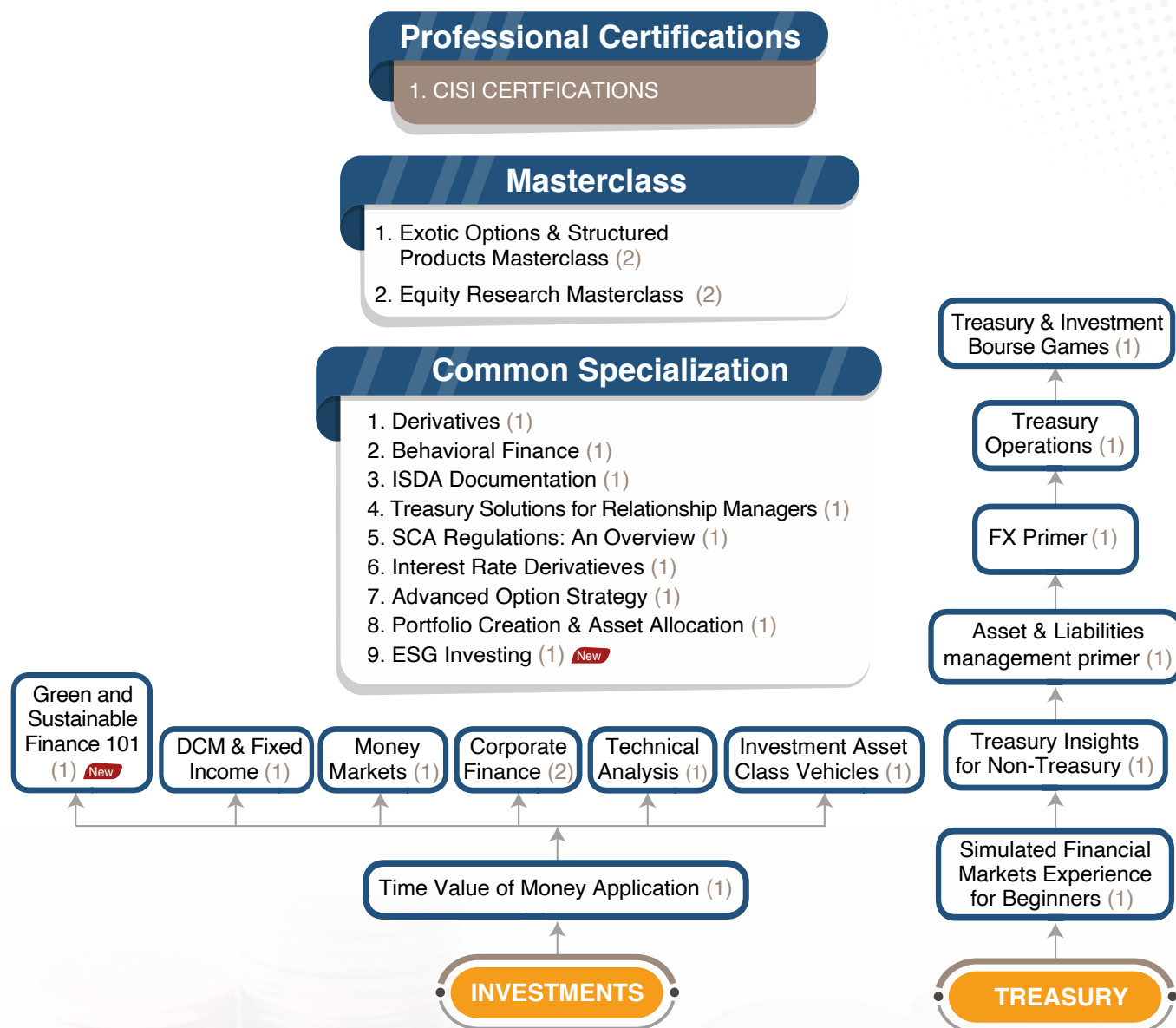
TREASURY & INVESTMENTS

eibfs

TREASURY & INVESTMENTS

HOW TO APPROACH THIS CATEGORY

The category focuses on the key domain areas of Treasury and Investment. The learners are presented with clear learning pathway on how they should move from the foundation levels to the more specialized levels.



Micro-Learning & E-Learning Courses

1. Futures pricing, margining and settlement process.
2. Credit derivatives.
3. Introduction to forward contracts.
4. Introduction to futures contracts.
5. Introduction to options contracts.
6. Introduction to swap contracts.
7. Option pricing.
8. Types of bonds.
9. Bond yields.
10. Bond yield curves & analysis.
11. Bond duration & convexity.
12. Industry regulation.
13. How to protect portfolio from a market crash.
14. Technical analysis series: Technical Analysis & Dow Theory.
15. Technical analysis series: Type of charts & candle sticks.
16. Technical analysis series: Tools.

Learning Bundles

Financial well-being

1. Current Economic Trends.
2. Investment Asset Classes and Vehicles.
3. Behavioral Finance.
4. How to Protect Portfolio from Market Crash.

Bond Essentials

1. Types of Bonds.
2. Bond Yields.
3. Bond Yield Curves & Analysis.
4. Bond Duration & Convexity.
5. DCM & Fixed Income.

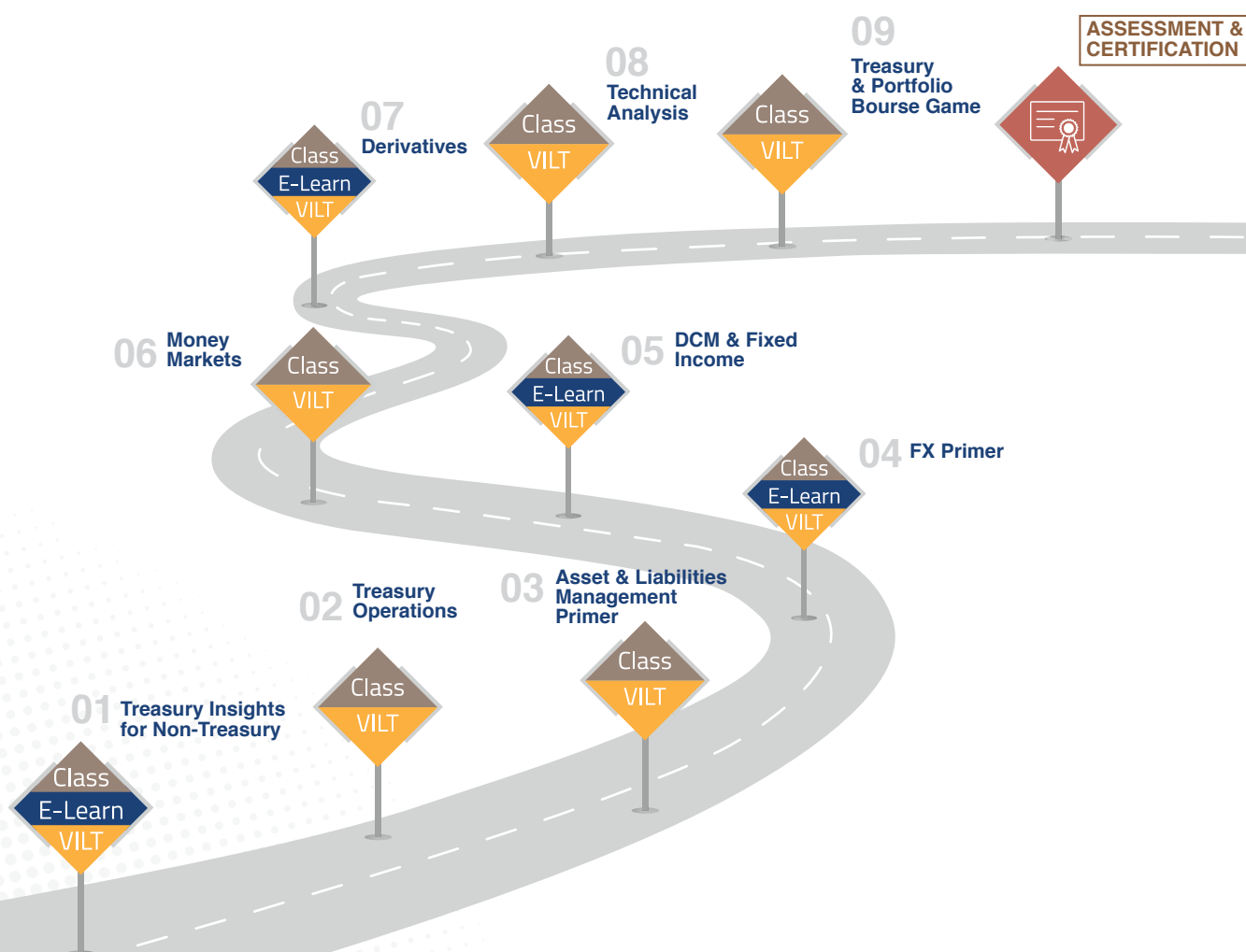
Derivatives as hedging tool

1. Introduction to Forward Contracts.
2. Introduction to Futures Contracts.
3. Introduction to Options Contracts.
4. Interest Rate Derivatives.

Technical analysis

1. Technical analysis series: Technical analysis & Dow Theory.
2. Technical analysis series: Type of charts & candle sticks.
3. Technical analysis series: Tools.
4. Technical Analysis.

EIBFS INTERNATIONAL CERTIFICATION IN TREASURY (EICT)



TREASURY & INVESTMENTS

This Course is also available as E-learning | E-Learning Code: 6208

1
TIME VALUE OF MONEY APPLICATIONS

course type
Class/VILT
 course no:
1419

Foundation

1 DAY
Open to everyone based on relevance

PURPOSE
 This course provides a hands-on introduction to basic financial calculations using the time value of money applications. Time value of money has applications in all areas of finance and banking. Participants will learn about time value of money and discounted cash-flow principles.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- Time value of money.
- Principles of time value of money.
- Applications of time value of money.

Date	Location
08 Feb	VILT
09 Jun	Sharjah
13 Oct	AbuDhabi

This Course is also available as E-learning | E-Learning Code: 6209

2
DEBT CAPITAL MARKETS (DCM) & FIXED INCOME

Pathway code:
7064
 course type
Class/VILT
 course no:
1422

Intermediate

1 DAY
Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE
 This course is designed to provide a solid grounding on how the Bond market works and helps to unravel the jargon of the business. The course covers the rationale for debt financing, the types of borrowers and the types of instruments available. It also focuses on bond pricing and yield curves.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

E-Learn

- Structure and workings of the international primary markets for debt.
- Types of bonds.
- Yield curve.

Class/Live

- Bond mathematics.
- Bond pricing – yield and YTM.
- Bond sensitivity analysis – duration and convexity.

Prerequisites: Time value of money applications.

Date	Location
26 Apr	VILT
29 May	VILT
26 Sep	VILT
26 Oct	VILT

3
CORPORATE FINANCE

course type
Class/VILT
 course no:
1428

Foundation

2 DAY
Officers in Corporate Banking, Investment, Treasury, Private, banking wealth management departments

PURPOSE
 The program will enable members to evaluate the optimal capital structure for an organization and perform organization valuation. The program will cover the main concepts for cost calculation – WACC / COE - and returns concepts – IRR / NPV etc. The attendees will also understand the process for IPO and structuring the M&A transaction.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- The players are in the capital markets.
- Funding at various stages in the lifecycle.
- Optimal capital structure.
- Cost of capital & returns concepts.
- Valuation approaches – DCF / DDM, relative valuation etc.
- IPO process.
- Structuring M&A.

Prerequisites: Time Value of money, Investment & portfolio management.

Date	Location
01 Mar	VILT
29 Nov	VILT

4
TECHNICAL ANALYSIS

Pathway code:
7074 / 7067
 course type
Simulation
 course no:
1416

Intermediate

1 DAY
Fund managers, Investors, Traders brokerage, executives, working in Trading, and investing, in Stocks, Forex, Commodities, Private Banking etc.

PURPOSE
 Technical analysis is a very popular method of forecasting markets across the globe. Technical analysis can be applied to any type of markets like Equity, Forex, Commodity, Bonds etc. This simulated program will give hands on trading experience to learners by using technical analysis.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- Technical analysis.
- Technical vs fundamental analysis.
- Trend lines and its applications.
- Moving averages, crossovers, and momentum indicators.
- Patterns - triangles, shoulder- head- shoulders, double & triple tops, bottoms, channels etc.
- Simulated real life analysis of equity (including DFM & ADX), currency and commodity markets using technical analysis.

Prerequisite: Investment & Portfolio Management

Date	Location
22 May	VILT
21 Jun	VILT
17 Oct	VILT
16 Nov	VILT

TREASURY & INVESTMENTS

5 MONEY MARKETS

Pathway code:
7065

course type
Class/VILT

course no:
1431

Intermediate

1 DAY

Bankers with exposure to trading desk or part of the ALM team.

PURPOSE

Since the crisis has occurred the suspension of "normal" market conditions has completely altered assumptions about money markets, liquidity and debt issuance. Banks are now responding by making significant changes to their business. This course covers those changes and how they affect your Treasury.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Money market desk.
- Role of a dealer and regulatory changes/effects.
- Money market instruments.
- Liquidity – measuring & reporting it.
- Interest rate exposure (don't forget it).

Date	Location
08 May	VILT
09 Jun	VILT
03 Oct	VILT
02 Nov	VILT

This Course is also available as E-learning E-Learning Code: 6236

6 DERIVATIVES

Pathway code:
7066

course type
Class/VILT

course no:
1407

Intermediate

1 DAY

Senior and middle management executives in Treasury, corporate banking, financial control and management personnel, fund managers, internal auditors, private bankers and investment advisors

PURPOSE

Participants will learn the structure of all types of derivatives including forwards, futures, swaps, traded options, OTC options. The participants will learn to employ derivatives for hedging and other uses.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Derivatives.
- Forwards and futures – payoff, margining, pricing of futures.
- Options strategies – buying and selling strategies.
- Interest rate and currency swaps.

Prerequisite: Investment & Portfolio Management.

Date	Location
16 May	VILT
16 Jun	VILT
10 Oct	VILT
09 Nov	VILT

7 BEHAVIORAL FINANCE

Pathway code:
7075

course type
Class/VILT

course no:
1423

Specialization

1 DAY

Equity investors, portfolio managers, Private and wealth management, officials in treasury and others based on relevance

PURPOSE

This course is intended for anyone who is working in the field of finance/- banking and is interested in how our innate biases affect our financial decision-making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Behavioral finance
- Behavioral finance vs efficient markets
- Expected utility vs. Prospect theory.
- Market bubbles & crashes
- Risk aversion vs. Loss aversion.
- Behavioral biases: confirmation bias, cognitive dissonance bias, hindsight bias etc.
- Cognitive & emotional shortcuts and errors.

Prerequisite: Investment & Portfolio Management, Technical Analysis.

Date	Location
05 Jun	VILT
23 Jun	VILT
24 Oct	VILT
23 Nov	VILT

8 TREASURY SOLUTIONS FOR RELATIONSHIP MANAGERS

Pathway code:
7022

course type
Class/VILT

course no:
1425

Specialization

1 DAY

Relationship managers in Corporate banking, treasury sales, creditanalysts and other who want an idea of hedging solutions for corporates and others

PURPOSE

The course will provide working knowledge of the benefits of hedging with futures and options based on typical examples of the types of risk scenarios prevailing across different industries. This course is intended to provide knowledge which can empower a bank's RM to converse with their clients on business risks and ways of mitigating them.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To hedge or not to hedge.
- Identifying hedging opportunities for a corporate client.
- How hedging can manage risks and support corporate performance.
- Overview of tools for hedging: forwards, futures, options and swaps.

Date	Location
03 Mar	VILT
28 Mar	VILT
27 Apr	Dubai
06 Sep	VILT
21 Sep	VILT

9 SCA REGULATIONS: AN OVERVIEW

course type
Class/VILT

course no:
1951

Specialization

1 DAY



Officials in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of SCA
- Securities & commodities markets legislation
- Governance of corporate entities
- Regulation of market activities
- Market conduct regulation
- Client protection

Date	Location
21 Jun	VILT
04 Oct	VILT

10 EXOTIC OPTIONS & STRUCTURED PRODUCTS MASTERCLASS

course type
Class/VILT

course no:
1414

Masterclass

2 DAY



Portfolio risk managers, corporate financiers, treasurers, credit risk managers and investment sales, private bankers etc

PURPOSE

Provide participants with a clear understanding of the role of structured product vehicles and to demonstrate a practical understanding of the core concepts behind structured products and the range of assets including sharia' compliant products linked to structured products.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Building blocks structured products.
- What are structured products?
- Issuers' and investors' appetite for structured products.
- » Identify why issuers create structured products.
- » Evaluate investor interest in structured products.
- » Wedding cake.
- » FX touch deposits, FX range/ double no touch deposit.
- Structured products.
- » Capital protected.
- » High-yielding.
- » Participation.
- » Leverage.
- Other miscellaneous structured products.

Prerequisite: Derivatives.

Date	Location
22 Jun	VILT
30 Oct	VILT

11 EQUITY RESEARCH MASTERCLASS

Pathway code:
7073

course type
Class/VILT

course no:
1411

Masterclass

2 DAY



Relationship Officers & Managers

PURPOSE

The aim of the course is to familiarize the participants with the concepts of equity market analysis and to highlight tools and valuation techniques used in the analysis to enable them to profitably invest in the equity markets

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Equity as an asset class.
- Fundamental analysis of equity.
- » Investing methods: value investing, growth investing and cyclical investing.
- Valuation approaches:
- » Valuation ratios – relative valuation models, discounted cash flow models.
- Technical analysis
- » Charting tools, patterns
- Real life stock analysis in various markets.

E-Learning: The participants will work on an e learning module post the completion of the program for continuous learning.

Date	Location
20 Apr	VILT
24 May	VILT
02 Oct	VILT
02 Nov	VILT

12 SIMULATED FINANCIAL MARKET EXPERIENCE FOR BEGINNERS

course type
Class/VILT

course no:
1430

Foundation

1 DAY



Bankers who are new to the trading desk or planning a transition there.

PURPOSE

Whether you know it or not, you are already participating in the global financial markets. Doesn't it make sense to take a more active role? Discover how you can benefit by simply understanding what these markets are about and what moves them?

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to financial markets.
- Trading vs. Investment.
- Types of charts and how to read them.
- Identifying support and resistance zones.
- Making trendlines and using fibonacci ratios.
- How to use technical indicators - MACD, RSI, bollinger bands etc.
- Applying our learnings on live charts.

Date	Location
16 Jun	Dubai
17 Oct	Sharjah
16 Nov	Dubai

TREASURY & INVESTMENTS

This Course is also available as E-learning E-Learning Code: 6207

13 TREASURY INSIGHTS FOR NON-TREASURY STAFF

Pathway code:
7060

course type
Class/VILT

course no:
1412

Foundation

1 DAY



Bankers who are new to the trading desk or planning a transition there.

PURPOSE

This course provides participants a working knowledge of how the treasury function of a Bank works. This course will help people in other functional areas to understand and appreciate technological.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Treasury management overview.
- Treasury organization and structure.
- Treasury functions:
 - » Global markets trading.
 - » Money markets.
 - » Investments.
 - » Asset & liability management.
 - » Basel guidelines.
- Treasury control framework.

Date	Location
30 Mar	VILT
27 Apr	VILT
28 Aug	VILT
28 Sep	VILT

14 ASSET & LIABILITIES MANAGEMENT PRIMER

Pathway code:
7062

course type
Class/VILT

course no:
1433

Foundation

1 DAY



Bankers with less than 1-year experienced in ALCO or who are working in a risk management team of the bank and planning a transition to a specific role in ALCO team.

PURPOSE

Learn how to identify, measure and manage the interest rate risk, credit risk and liquidity risk on the balance sheets of firms, with particular emphasis on the balance sheets of financial institutions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What types of risks a bank faces?
- Interest rate risk on the balance sheet.
- Liquidity risk on the balance sheet.
- Credit risk on the balance sheet.
- Banking book vs trading book: hidden risks.
- How alm helps in containing above risks.

Date	Location
17 Apr	VILT
19 May	VILT
12 Sep	VILT
12 Oct	VILT

This Course is also available as E-learning E-Learning Code: 6206

15 FOREIGN EXCHANGE (FX) PRIMER

Pathway code:
7063

course type
Class/VILT

course no:
1405

Foundation

1 DAY



For official looking for knowledge on basic FX concepts, Suitable for working in the areas of treasury, investments, corporate bankers, SME etc. and other based on relevance

PURPOSE

The course aims to offer the participants a working knowledge of the FX markets. The learners will understand the dynamics of the currency markets, currency quoting methodologies and trading.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fundamentals of foreign currency exchange rates.
- Currency systems – currency peg, free float, common currency.
- FX quoting FX quoting.
- Cross currency rates calculation.

Date	Location
24 Mar	Dubai
24 Apr	VILT
26 May	VILT
19 Sep	VILT
19 Oct	VILT

16 TREASURY OPERATIONS

Pathway code:
7061

course type
Class/VILT

course no:
1418

Intermediate

1 DAY



Treasury back office and mid-office professionals, auditors and others based on relevance

PURPOSE

This course helps treasury dealers, mid-office personnel and back office officials a complete picture of treasury operations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Treasury functions.
- Treasury markets.
- Trading limits.
- Front office operations.
- Mid-office operations.
- Back office operations.
- Settlements and reconciliation with nostro accounts.
- Treasury internal controls.
- Ethics/ aci best practices/ regulation.

Date	Location
10 Apr	VILT
12 May	VILT
05 Sep	VILT
05 Oct	VILT

17	TREASURY & PORTFOLIO MANAGEMENT BOURSE GAME	Pathway code: 7076 / 7068	course type Class/VILT	course no: 1427										
Intermediate														
1 DAY Dealers, Treasury Sales, Internet Audit, Mid office Personnel, Risk personnel														
PURPOSE <p>The Bourse Game is a training module on money markets, equities, commodities and foreign exchange that utilizes practical learning techniques and aims at creating a stimulating learning environment through real financial market mimicry. It involves trade simulations on FX, equity and money market where the participants compete against themselves.</p>		LEARNING OBJECTIVES <p>After the completion of this course ,the learner should be able to understand:</p> <ul style="list-style-type: none"> • Understand how the global foreign exchange market works. • Learn how to trade in different asset classes. • Develop a good knowledge of risk management. • Become skilled at trading derivatives such as futures and options. • Be able to advice your clients on trading & investments. <p>Prerequisites: FX Primer.</p>												
		<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>29 May</td> <td>VILT</td> </tr> <tr> <td>28 Jun</td> <td>VILT</td> </tr> <tr> <td>24 Oct</td> <td>VILT</td> </tr> <tr> <td>23 Nov</td> <td>VILT</td> </tr> </tbody> </table>			Date	Location	29 May	VILT	28 Jun	VILT	24 Oct	VILT	23 Nov	VILT
Date	Location													
29 May	VILT													
28 Jun	VILT													
24 Oct	VILT													
23 Nov	VILT													

18	INTEREST RATE DERIVATIVES	Pathway code: 7072	course type Class/VILT	course no: 1436						
Specialization										
1 DAY Investment, Wealth, Treasury Departments										
PURPOSE <p>Interest Rate Derivatives are an essential part of the financial marketplace. This program will equip the learners to use, price, manage and evaluate interest rate derivatives. The course starts with the building blocks of money markets and futures, through yield curve building to interest-rate swaps, options and structured products. The approach is hands-on and learning is enhanced through many practical exercises covering hedging, valuation and risk management.</p>		LEARNING OBJECTIVES <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Explore the relationship between futures, forwards and frs. • Understand the four equivalent expressions of a yield curve: par curve, zero curve, discount curve and projection curve. • Construct hedges using futures & swaps. • Price and revalue swaps. • Learn how to value and hedge a swap portfolio. • Learn option fundamentals and the "greeks". • Design, price and use caps, floors, collars and swaptions. 								
		<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>27 Mar</td> <td>VILT</td> </tr> <tr> <td>14 Sep</td> <td>VILT</td> </tr> </tbody> </table>			Date	Location	27 Mar	VILT	14 Sep	VILT
Date	Location									
27 Mar	VILT									
14 Sep	VILT									

19	ADVANCED OPTION STRATEGY		course type Class/VILT	course no: 1953						
Specialization										
1 DAY Investment, Wealth, Treasury Departments										
PURPOSE <p>This course is designed for the serious traders who have mastered nearly all of the beginner and intermediate concepts with options trading. If you're an active trader each week and have a complete understanding of the statistics and probabilities, this course will help perfect and tweak your long-term strategy. In this course we will discuss the mechanics behind trade selection, entries & exits, profit taking levels, adjusting/hedging trades, and rolling trades near expiration.</p>		LEARNING OBJECTIVES <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • How to manage and adjust trades that move against you. • How to properly manage overall portfolio balance and "Black Swan" event risk. • Effectively using (or not using) smarter stop-loss orders. • Automating the process of taking profitable trades off with GTC orders. • Successfully getting through expiration week and assign. 								
		<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>05 Jun</td> <td>VILT</td> </tr> <tr> <td>18 Oct</td> <td>VILT</td> </tr> </tbody> </table>			Date	Location	05 Jun	VILT	18 Oct	VILT
Date	Location									
05 Jun	VILT									
18 Oct	VILT									

20	PORTFOLIO CREATION & ASSET ALLOCATION STRATEGIES	Pathway code: 7072	course type Class/VILT	course no: 1438										
Specialization														
1 DAY Wealth Management, Treasury														
PURPOSE <p>The course starts with the principles of portfolio management and key concepts of risk and return for a portfolio. Then we will delve deeper in to understanding the major asset classes commonly found in portfolio, how they are valued and combined in an investment portfolio. We will look at both traditional & alternative investments and the benefits and challenges associated with incorporating such investments into a portfolio. We will end the course by deciphering the portfolio performance evaluation strategies.</p>		LEARNING OBJECTIVES <p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none"> • Describe the terminology used in portfolio management & a brief on mpt. • Understand traditional & alternatives asset classes. • Evaluate the investment process. • Explain the trade-off between return and risk. • Evaluate portfolio returns. • Apply various portfolio management strategies. 												
		<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>11 Apr</td> <td>VILT</td> </tr> <tr> <td>10 May</td> <td>VILT</td> </tr> <tr> <td>25 Sep</td> <td>VILT</td> </tr> <tr> <td>25 Oct</td> <td>VILT</td> </tr> </tbody> </table>			Date	Location	11 Apr	VILT	10 May	VILT	25 Sep	VILT	25 Oct	VILT
Date	Location													
11 Apr	VILT													
10 May	VILT													
25 Sep	VILT													
25 Oct	VILT													

TREASURY & INVESTMENTS

21 INVESTMENT ASSET CLASSES & VEHICLES

Pathway code:
7070

course type
Class/VILT

course no:
1437

Intermediate

1 DAY

Wealth Management, Treasury

PURPOSE

When we think of investing we mainly think of shares. But there's a whole range of different asset classes that you can invest your money in. In this course we are going to take a look at the main asset classes available for investment. We will talk about both traditional investment vehicles and the alternative investment classes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Bonds.
- Equities.
- REIT'S.
- Currencies.
- Commodities.
- Derivatives.

Date	Location
13 Mar	VILT
12 Apr	VILT
11 Sep	VILT
12 Oct	VILT

22 ISDA DOCUMENTATION

course type
Class/VILT

course no:
1424

Specialization

1 DAY

Relationship managers, Risk Managers, Treasury Professionals, Internal Auditors, Compliance Professionals, Finance Professionals, Senior Managers from all departments

PURPOSE

The course aims at providing basic understanding of ISDA Master Agreement in the domain of derivatives. This course would be useful for officials in treasury domain, corporate relationship managers who will be involved in structuring derivative deals with clients.

Date	Location
13 Oct	VILT

23 ESG INVESTING

course type
Class/VILT

course no:
1441

Intermediate

1 DAY

Participants from relevant banking departments

PURPOSE

Responsible investing has grown to such extent that banking regulators have started to ask the banks to adopt ESG principles while making prudent decisions on investments. This course will enable participants to understand the developments and approaches adopted towards ESG investing.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the current and developing ESG issues and trends.
- Understand the ESG risk faced while making investments.
- Understand the ESG adoption into the management of an investment portfolio.
- Understand the impact of ESG investing on industry and company performance.

Date	Location
08 May	VILT
07 Jun	VILT
10 Oct	VILT
09 Nov	VILT

24 GREEN AND SUSTAINABLE FINANCE 101

course type
Class/VILT

course no:
1439

Foundational

1 DAY

Participants from relevant banking departments

PURPOSE

Managing climate related risks and transition towards low carbon world are global challenges and banks as being a responsible financial institution, regulators expect finance professionals to develop their knowledge of green and sustainable finance. This program will help the participants to understand the principles and practices of green and sustainable finance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the role of finance sector in green and sustainable financing.
- Provide an overview of principles and practices of green and sustainable finance.
- Understand the range of green and sustainable products and services in banks and other financial intermediaries.

Date	Location
27 Jun	VILT
31 Oct	VILT

E-Learning & Micro-Learning

1	FUTURES PRICING, MARGINING AND SETTLEMENT PROCESS	course type E-Learning	ELRN Code: 1954
Intermediate	 Investment, Wealth, Treasury Department		
COURSE OUTLINE <p>In this course we are going to look in to the mechanics of futures pricing. How the margins for a contract is calculated and contract settlement process.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Futures pricing. • Futures margin & margin calls. • Futures settlement process 	
2	CREDIT DERIVATIVES	course type E-Learning	ELRN Code: 1435
Intermediate	 Investment, Wealth, Treasury Department		
COURSE OUTLINE <p>The advent of credit derivatives allows for capital markets participants to shift the credit risk associated with loans and securities. In this course we are going to look in to different features & risks associated with credit risk and then deep dive in to understanding Credit Default Swaps (CDS).</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Describe the features of credit derivatives & comprehend the risks associated. • Understand credit default swap. 	
3	INTRODUCTION TO FORWARD CONTRACTS	course type E-Learning	ELRN Code: 6268
Intermediate	 Investment, Wealth, Treasury Department		
COURSE OUTLINE <p>This course is an introduction to forward contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Basics of a forward contract. • Forward rate agreements. 	
4	INTRODUCTION TO FUTURES CONTRACTS	course type E-Learning	ELRN Code: 6269
Intermediate	 Investment, Wealth, Treasury Department		
COURSE OUTLINE <p>This course is an introduction to futures contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Basics of futures contracts. • Mark to market process. • How futures contracts can be used for hedging. 	
5	INTRODUCTION TO OPTIONS CONTRACTS	course type E-Learning	ELRN Code: 6270
Intermediate	 Investment, Wealth, Treasury Department		
COURSE OUTLINE <p>This course is an introduction to options contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and how it can be used for speculative and hedging purposes.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Basics of options contracts. • Option pay-off profiles. • How futures contracts can be used for hedging. 	

E-Learning & Micro-Learning

6 INTRODUCTION TO SWAP CONTRACTS

course type
E-Learning

ELRN Code:
6271

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is an introduction to swap contracts in which we are going to discuss the basics of this contract. We will take a look at the mechanics of this contract and discuss the most used swap contracts i.e. Interest Rate Swap & Currency Swap.

LEARNING OUTCOME

- Introduction to IRS.
- How banks use IRS to manage interest rate risk.
- Introduction to currency swap.

7 OPTION PRICING

course type
E-Learning

ELRN Code:
6272

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is designed for those who want to understand the mechanics of option pricing and valuation. We will look at derivatives pricing in the binomial model including European and American options; handling dividends and convergence of the binomial model to Black-Scholes.

LEARNING OUTCOME

- Introduction to option pricing.
- Black-Scholes model.

8 TYPES OF BONDS

course type
E-Learning

ELRN Code:
6273

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course is designed to explain the different types of bonds and all the jargon and terminology associated with the underlying market.

LEARNING OUTCOME

- Bonds based on entities.
- Bonds based on coupons.

9 BOND YIELDS

course type
E-Learning

ELRN Code:
6267

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this course we are going to understand the meaning of the term bond's yield. We are also going to calculate two most common forms of bond yields i.e. Current Yield & Yield to Maturity (YTM) and understand their significance.

LEARNING OUTCOME

- Understand the meaning of yield.
- Calculate Current Yield & YTM.

10 BOND YIELD CURVES & ANALYSIS

course type
E-Learning

ELRN Code:
6266

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This course examines the shapes, uses, and derivation of yield curves. Construction of curves begins with the benchmark government curve, which is then followed by the derivation of the spot and forward curve. Additionally, more sophisticated techniques for interpolation are explored in this course.

LEARNING OUTCOME

- Describe the construction and analytical applications of yield curves.
- Explain theories regarding the level and shape of yield curves.
- Develop the ability to apply yield curves in valuation and analysis of debt securities.

11 BOND DURATION & CONVEXITY

course type
E-Learning

ELRN Code:
6270

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

One can estimate to a fair degree of accuracy the change in the value of a bond given a change in the interest rate. This estimate can be used either to reduce/increase exposure to interest rate sensitive investments or to hedge out the interest rate risk by matching the interest rate volatility of assets to that of liabilities. This can be done using sensitivity measures such as – Duration & Convexity and the course is designed to cover both these topics in detail.

LEARNING OUTCOME

- Understanding bond duration & its calculation.
- Understanding bond convexity.

12 INDUSTRY REGULATION

course type
E-Learning

ELRN Code:
6276

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this course we will discuss about some generic rules in the major investment markets which are explored by the treasury for investment purposes. We are going to learn some important rules and regulations surrounding the investment industry and activities which are prohibited to be undertaken.

LEARNING OUTCOME

- Front-running.
- Insider trading.
- Corporate governance.
- SCA rules & regulations.

13 HOW TO PROTECT PORTFOLIO FROM A MARKET CRASH

course type
E-Learning

ELRN Code:
6075

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

Warren Buffett, arguably the greatest investor in the world, says that there is only one rule of investing in markets: "Don't lose money." But the problem is that many investors do not know how to do that. For those who have their life's savings or retirement funds invested in the market, there are a variety of steps you could take to safeguard your portfolio. In this training you will learn about different asset allocation strategies along with the tools of hedging your portfolio.

LEARNING OUTCOME

- Asset allocation strategies and market timing.
- Principles of portfolio management.
- Hedging your portfolio using futures.
- Hedging your portfolio using options.

14 TECHNICAL ANALYSIS SERIES: TECHNICAL ANALYSIS & DOW THEORY

course type
E-Learning

ELRN Code:
6122

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

This is the first module of this focused learning series in which we are going to get our baseline knowledge of technical analysis. We are going to discuss about the assumptions we strongly believe in as a technical analyst and what technical analysis is and what it is not. We are also, briefly, going to touch upon the main differences between technical analysis and fundamental analysis. In the second piece of this module we will talk about DOW theory and its tenets.

LEARNING OUTCOME

- Introduction to technical analysis.
- Dow Theory.

15 TECHNICAL ANALYSIS SERIES: TYPE OF CHARTS & CANDLE STICKS

course type
E-Learning

ELRN Code:
6123

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

In this module of technical analysis series, we will start our discussion by looking at different types of charts that can be used in performing technical analysis. There is no right or wrong chart type but before you choose the one which you are going to use, you need to know its pros and cons.

LEARNING OUTCOME

- Most used chart types.
- Patterns: doji, hammer, hanging man, shooting star etc. are some very important patterns which can give an edge to a trader if identified properly.

16 TECHNICAL ANALYSIS SERIES: TOOLS

course type
E-Learning

ELRN Code:
6294

Intermediate 



Investment, Wealth, Treasury Department

COURSE OUTLINE

Just like any trade requires tools, we need tools to perform an informed technical analysis. In this segment of our ongoing focused lecture series, we are going to go one layer deeper in our technical analysis by understanding and implementing different technical tools which are available at our disposal.

LEARNING OUTCOME

- Important trend indicators.
- Momentum indicators which can help us in identifying the underlying market sentiments and thus can assist in our trading.

09

COMPLIANCE & AUDIT

eibfs

COMPLIANCE & AUDIT

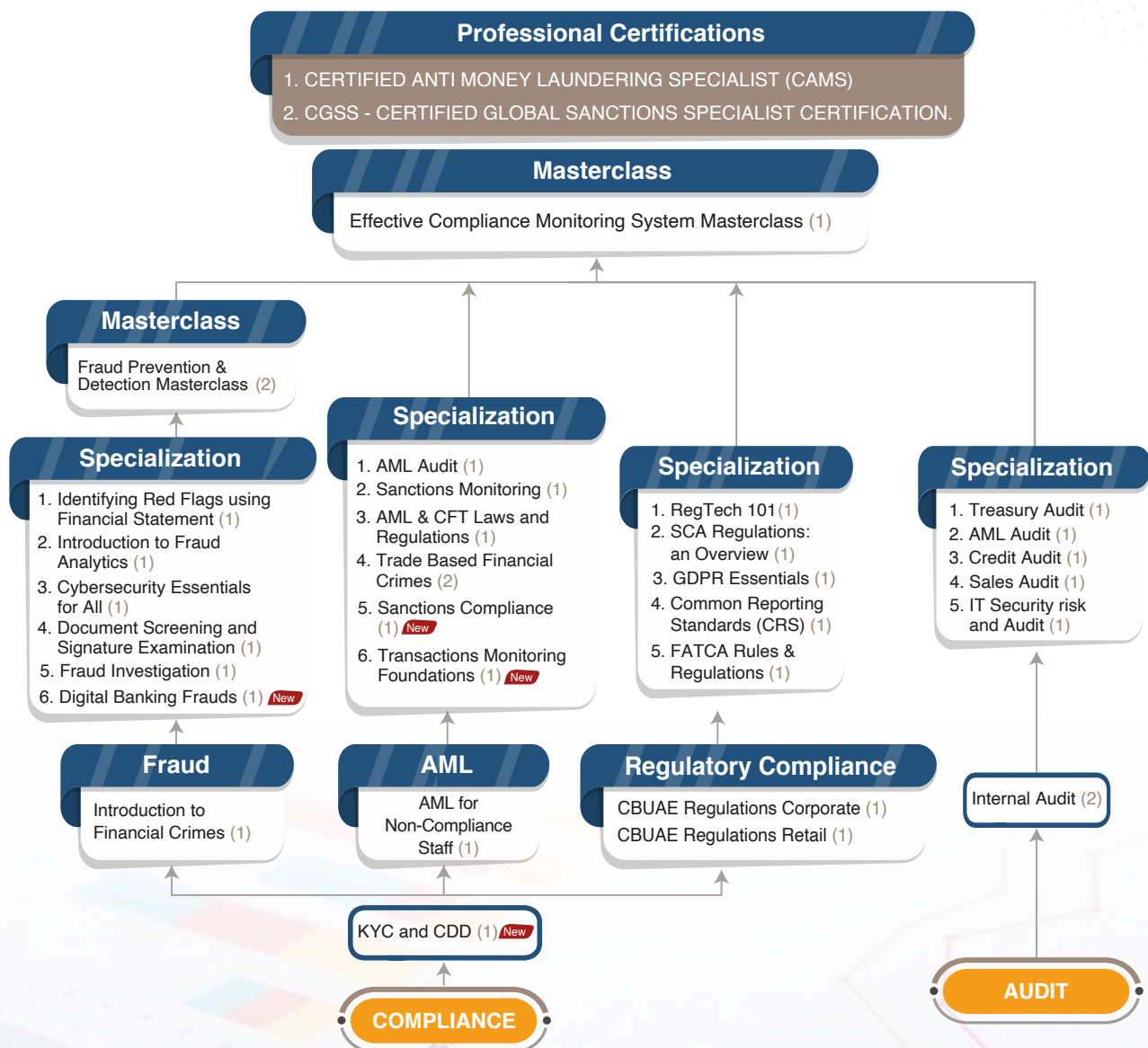
HOW TO APPROACH THIS CATEGORY

COMPLIANCE

This vertical focuses on creating competencies for existing and aspiring professionals in the domain of compliance. The category offers many programs in all specialized areas like Frauds and Financial Crimes, Anti Money Laundering and Regulatory Compliance.

AUDIT

This vertical has been greatly enhanced with new special-ized courses in Treasury Audit, AML Audit, Credit Audit and Sales Audit. This is expected to give the learners key skills and contemporary knowledge in the domain.



Micro-Learning & E-Learning Courses

1. Internal fraud.
2. Identity crime.
3. Card frauds.
4. Cheque fraud prevention.
5. How strong is your password?.
6. European union directives.
7. GOAML & STR.
8. Financial Intelligence Units (FIU).
9. Ultimate Beneficial Ownership (UBO).
10. Politically Exposed Persons (PEPS).
11. Methods of money laundering.
12. Money laundering red flags.
13. AML risk based approach.
14. Anti-Bribery and corruption.

Learning Bundles

Compliance & Audit Bundles

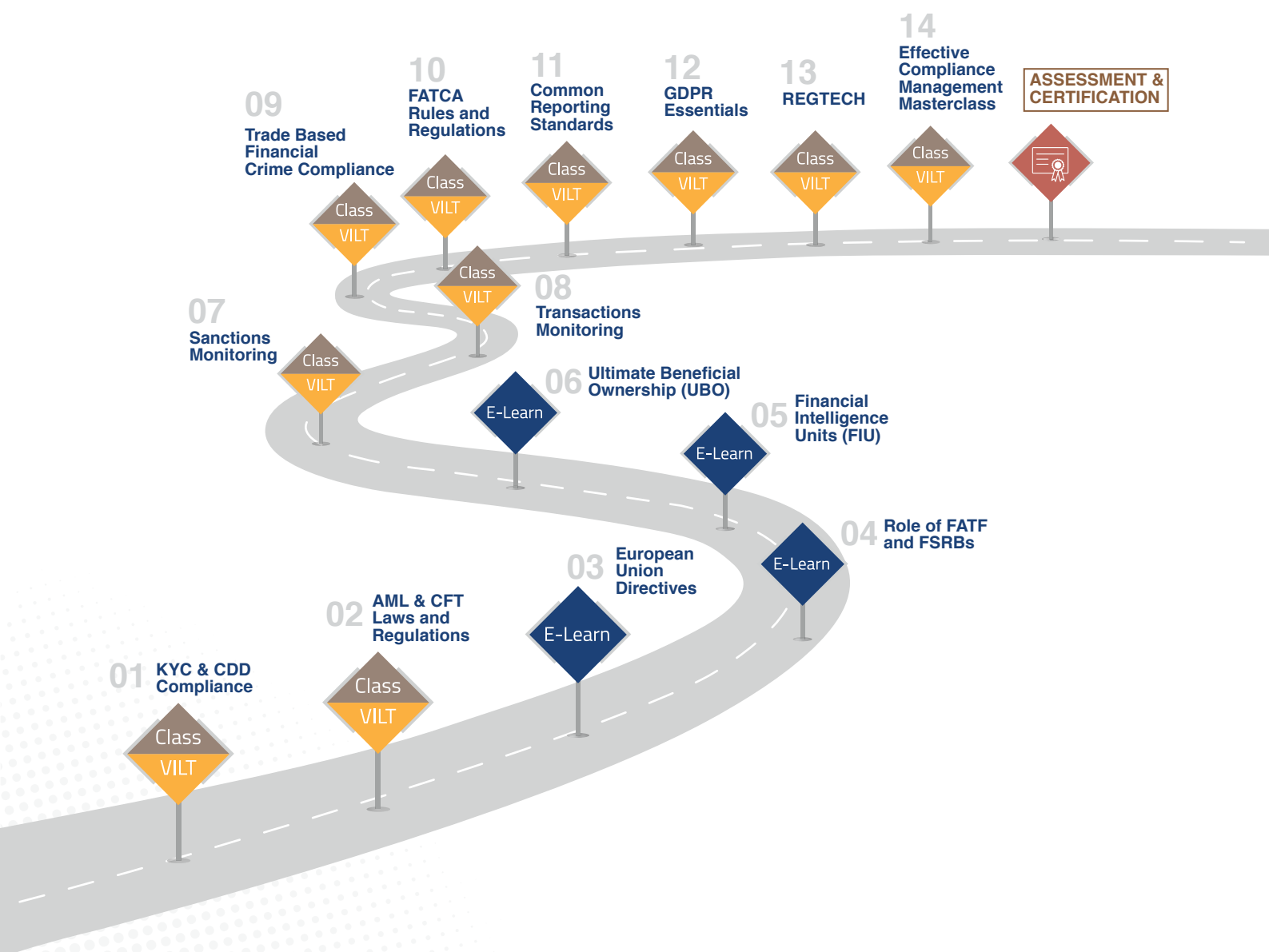
Money Laundering Red Flags and Reporting

1. GOAML & STR.
2. Financial Intelligence Units (FIU).
3. Money Laundering Red Flags.

Introduction to Financial Crimes

1. Introduction to Fraud Analytics.
2. AML for Non-Compliance Staff.
3. Anti-Bribery and Corruption.

EIBFS INTERNATIONAL CERTIFICATION IN COMPLIANCE (EICC)



COMPLIANCE & AUDIT

This Course is also available as E-learning | E-Learning Code: 6217

1 INTRODUCTION TO FINANCIAL CRIMES

Pathway code:
7040course type
Class/VILTcourse no:
1907

Foundation

1 DAY



Bank officials working in retail corporate and general banking operation. Compliance and internal Audit managers and to anyone in the UAE Banking Industry

PURPOSE

Financial crime threatens the safety and soundness of financial systems world-wide. There are many ways an individual or a firm can be exposed to these crimes. Creating awareness and understanding of how these frauds happen is an important step in reducing these crimes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The background and nature of financial crimes.
- Different types of financial crimes in banks.
- How does a financial crime start?
 - » ID theft.
 - » Employee fraud red flags.
 - » Skimming.
 - » Spoofing.
 - » Phishing.
- Financial crime life cycle – compliance.
- Role of technology in fighting financial crime.

Date	Location
28 Feb	VILT
29 Mar	VILT
07 Jun	Dubai
11 Sep	VILT
12 Oct	VILT
27 Oct	VILT
29 Nov	Sharjah

This Course is also available as E-learning | E-Learning Code: 6205

2 IDENTIFYING RED FLAGS USING FINANCIAL STATEMENTS

Pathway code:
7002course type
Class/VILTcourse no:
1225

Specialization

1 DAY



Officials in the area of Credit, Risk Corporate Relationship managers, Credit analytics etc.

PURPOSE

This program focuses on identifying red flags using financial statements. The course will discuss areas of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan of possible creative accounting, financial frauds and identify red flags on the financial position of the company. This course should be attended only after a strong background knowledge of financial statements as specified in the learning plan.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how financial statements could be used to analyze red flags.
- Discuss possible areas of creative accounting and financial frauds.
- Identify red flags on company's financial position to make a suitable Credit or investment decision.

Prerequisite: Financial statement analysis primer & Cash flow analysis.

Date	Location
09 Mar	Sharjah
10 Apr	VILT
11 May	VILT
18 Sep	VILT
18 Oct	VILT
17 Nov	Dubai

3 INTRODUCTION TO FRAUD ANALYTICS

Pathway code:
7044course type
Class/VILTcourse no:
1831

Specialization

1 DAY



Fraud Control Monitoring Team, Internal Control and Internal Audit.

PURPOSE

Fraud analytics play a crucial role in the early detection and monitoring of fraud. These data analytic techniques will help the organization to detect the possible instances of fraud and implement an effective fraud monitoring program to protect the organization.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fraud analytics – its importance and challenges.
- Data analysis.
- Internal control measures.
- Using analytics for internal fraud investigation / audit.
- Fraud profiling.
- Risk assessment using data.
- The fraud scenario approach.

Date	Location
08 May	VILT
06 Jun	VILT
10 Nov	VILT
30 Nov	VILT

4 CYBERSECURITY ESSENTIALS FOR ALL

Pathway code:
7041course type
Class/VILTcourse no:
1818

Specialization

1 DAY



Open to mid & senior professionals in all functional areas

PURPOSE

This 1-day CPD program discusses the cyber security risks in the banking sector. The participants would be exposed to the various types of attacks and gain insights on how to protect the bank against various types of cyber-attacks. This program could benefit learners from across business domains as combating cyber threats is a shared responsibility across the banks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to evaluate the critical role of cybersecurity in the banking industry
- Various types of cyber attacks
- How to combat cyber-attacks and cybercrimes
- How to deliberate on new trends, regulations and best practices

Date	Location
14 Mar	VILT
11 Apr	VILT
14 Jun	Dubai
18 Sep	Sharjah
18 Oct	VILT
06 Nov	VILT

COMPLIANCE & AUDIT

5 DOCUMENT SCREENING AND SIGNATURE EXAMINATION

Pathway code:
7042course type
Class/VILTcourse no:
1946

Specialization

1 DAY



Tellers, Customer Service officers who deal in verifying documents and signatures. Officials from the fraud Control Units and Compliance.

PURPOSE

Forgery, counterfeiting, documents screening and verification is a skill that should be enhanced to enable bankers to prevent fraudulent transactions in the bank. This course will help you to understand and support your decision-making skills while dealing with possible fraud/ Red Flag scenarios and to detect and uncover these frauds.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify different kinds of frauds in banking.
- Cheque fraud prevention.
- Signature forgery and verification.
- Payment instruments fraud – bank note counterfeiting & credit cards.
- Document screening and verification.

Date	Location
28 Mar	VILT
25 Apr	VILT
21 Jun	Sharjah
25 Sep	AbuDhabi
25 Oct	VILT
13 Nov	VILT

6 FRAUD INVESTIGATIONS

Pathway code:
7055 / 7045course type
Class/VILTcourse no:
1955

Specialization

1 DAY



Fraud Examiners / Fraud / Investigation / Fraud Analyst / Internal Auditor / Officials from / fraud department.managers, Credit analytics etc.

PURPOSE

The objective of fraud examination is to notate evidence of fraud in order to prevent any future fraud, recover losses from fraud, and strengthen internal controls. This course will create an understanding and awareness about internationally accepted methods and process in fraud investigations.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Planning and conducting a fraud examination.
- Interview theory and application.
- Importance of fraud analytics in fraud examination.
- Tracing illicit transactions.
- Analysing documents and report writing.
- Sources of information.

Date	Location
27 Feb	VILT
28 Apr	VILT
05 Jun	VILT
08 Sep	Sharjah
08 Nov	VILT
27 Nov	VILT

7 FRAUD PREVENTION AND DETECTION MASTERCLASS

Pathway code:
7601 / 7043course type
Class/VILTcourse no:
1945

Masterclass

1 DAY



Branch Managers, Compliance officers, Fraud Control and Monitoring Team, Operational Risk, Internal Control and Internal Audit

PURPOSE

Macro level analysis of Fraud Prevention and Detection. Developing a fraud risk management program. Analyse the importance of technology in fraud prevention and detection. Linking Anti-Fraud and Anti-AML – Unrealised opportunities or Unnecessary Complexities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Myth and facts on frauds.
- Fraud and its (cost) impact.
- Conducting fraud investigations.
- Fraud risk assessment.
- Big data's role in fighting financial crime.
- Linking anti-fraud and AML programs.
- Fraud triangle and fraud diamond.
- Fraud prevention v/s fraud detection.
- Fraud investigators and fraud examiners.
- Enterprise risk management.
- Technology solutions to fraud prevention and detection

Date	Location
22 Mar	Dubai
11 Apr	VILT
09 May	VILT
28 Jun	Sharjah
02 Oct	VILT
01 Nov	VILT
20 Nov	VILT

This Course is also available as E-learning E-Learning Code: 6219

8 AML FOR NON COMPLIANCE STAFF

course type
Class/VILTcourse no:
1934

Foundation

1 DAY



Officials from all functional areas of the bank as AML compliance is a joint effort

PURPOSE

The course will help to create awareness of Anti money laundering among all the staff in various functional domains of banking. The risk of money laundering is open across business functions and needs awareness and diligent action for its prevention.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Explain nature, process of money laundering and its risks.
- Understand the risks of the money laundering.
- Understand the similarities and differences of money laundering and terrorist financing.
- Apply the KYC, CDD and EDD in verifying identity, transactions of customers.
- Understand UAE federal laws and awareness of employee responsibilities.

Date	Location
28 Feb	VILT
31 Mar	Dubai
10 May	VILT
19 Jun	Sharjah
01 Sep	VILT
13 Oct	VILT
13 Nov	AbuDhabi

This Course is also available as E-learning | E-Learning Code: 6142

9 SANCTIONS MONITORING

Pathway code:
7033

course type
Class/VILT

course no:
1938

Specialization

1 DAY



Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments

PURPOSE

The objective of this course is to discuss various methods and strategies to ensure compliance to the sanctions imposed in certain jurisdictions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the terminology, concepts, and processes of sanctions monitoring.
- Understand the different type types of sanctions.
- Creating an effective sanction screening process.
- Global regulation to sanction – introduction to UN sanctions, OFAC, World Check, UAE blacklist.
- The use of technology in sanction list monitoring.

Prerequisite: Financial statement analysis primer & Cash low analysis.

Date	Location
22 Mar	VILT
21 Apr	VILT
27 Sep	VILT
16 Oct	VILT

10 AML & CFT LAWS AND REGULATIONS

Pathway code:
7032

course type
Class/VILT

course no:
1901

Specialization

1 DAY



All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE

The course aims to share the laws and best practices in the domain of anti-money laundering.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Nature of money laundering.
- History and processes of money laundering.
- Volumes and risks of the money laundering.
- International standards on AML - FATF, UN initiatives and others.
- Latest AML cases: international / UAE.
- AML compliance management system.
- UAE initiatives (federal law, central bank circulars, focus areas of AML risk).

Date	Location
10 Mar	VILT
12 Apr	VILT
15 May	Dubai
14 Jun	AbuDhabi
08 Sep	VILT
28 Sep	VILT
27 Oct	Sharjah

11 CBUAE REGULATIONS CORPORATE

course type
Class/VILT

course no:
1935

Foundation

1 DAY



Corporate Banking, Business Banking, Senior Managers of all departments, Internal Auditors, Compliance Managers, Risk Managers

PURPOSE

This program will familiarize the participants with regulations that impact corporate banking and business banking.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of laws and regulations.
- Civil code, commercial code, commercial companies law & Central Bank law.
- BASEL II CAR.
- Credit regulations including BCBS guidelines and insolvency laws.
- Basel guidelines for operational, market and liquidity risk.
- SCA & CBUAE regulations on corporate governance.

Date	Location
22 May	VILT
22 Jun	Dubai
15 Sep	VILT
13 Nov	VILT

12 CBUAE REGULATIONS RETAIL

course type
Class/VILT

course no:
1936

Foundation

1 DAY



All officials in the domain of retail banking

PURPOSE

This program will familiarize the participants with regulations that impact retail banking.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To familiarize with the regulatory landscape in UAE.
- To understand, important banking laws, Central Bank of UAE (CBUAE) regulations, Basel guidelines.
- How to apply these regulations in the day to day banking operations.

Date	Location
13 Mar	VILT
18 May	Dubai
05 Jun	Sharjah
29 Jun	AbuDhabi
28 Aug	VILT
22 Sep	VILT
02 Nov	Sharjah

COMPLIANCE & AUDIT

13 REGTECH 101

Pathway code:
7038course type
Class/VILTcourse no:
1825

Specialization

1 DAY



Risk and Compliance Officers, Fraud Monitoring and Control Units and banking officials who wants to understand the next big thing in Banking technology space

PURPOSE

Regulatory technology, in short REGTECH, is a new technology that utilizes information technology to enhance regulatory processes. It emphasis on regulatory monitoring, reporting and compliance and is thus benefiting the finance industry. The objective of this course is to given an Introduction to Regulatory Technology and its importance and impact in banking industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Fintech vs Regtech
- The importance and advantages of Regtech.
- The Regtech universe.
- Risk and risk management.
- Regulatory reporting using Regtech.
- The future of compliance with Regtech.

Date	Location
28 Apr	VILT
07 Jun	VILT
20 Nov	VILT
30 Nov	VILT

14 SCA REGULATIONS: AN OVERVIEW

course type
Class/VILTcourse no:
1951

Specialization

1 DAY



Official in wealth management, private banking, investment banking and brokerage

PURPOSE

To familiarize participants with the role of Securities and Commodities Authority and the application of Financial Rules & Regulations in the UAE.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Role of SCA.
- Securities & commodities markets legislation.
- Governance of corporate entities.
- Regulation of market activities.
- Market conduct regulation.
- Client protection.

Date	Location
21 Jun	VILT
04 Oct	VILT

15 GENERAL DATA PROTECTION REGULATION (GDPR) ESSENTIALS

Pathway code:
7037course type
Class/VILTcourse no:
1952

Specialization

1 DAY



Officials working in compliance, regulatory reporting and others based on relevance

PURPOSE

GDPR Act in EU is acknowledged globally as one of the landmark regulations in the data protection and privacy area. This course aims at giving a working knowledge of the GDPR and understanding how it affects your organization and ensure compliance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the purpose and applicability of GDPR.
- Understand the entities in GDPR.
- Understand how to define personal data under GDPR.
- Discuss the overview of GDPR articles, fines and penalties.

Date	Location
24 Apr	VILT
29 May	VILT
17 Nov	VILT
29 Nov	VILT

16 COMMON REPORTING STANDARDS (CRS)

Pathway code:
7036course type
Class/VILTcourse no:
1937

Specialization

1 DAY



Compliance Managers, KYC and Onboarding staff, Risk Managers, Internal Auditor, other relevant departments

PURPOSE

This course will raise awareness of the domain of Common Reporting Standards, which is becoming an increasingly important area in global compliance domain.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction the CRS – concept and its elements.
- How to create an awareness of the key requirements of CRS and the implications that it has on financial institutions and their customers.
- Understand key requirements for classification of entities, financial accounts, and the customers.
- To understand the regulatory requirements on CRS.

Prerequisite: Financial statement analysis primer & cash flow analysis.

Date	Location
20 Apr	VILT
22 May	VILT
06 Nov	VILT
27 Nov	VILT

17 FATCA RULES AND REGULATIONS

Pathway code:
7035

course type
Class/VILT

course no:
1922

Specialization

1 DAY



All the bank staff who is the compliance, taxation, and legal departments, senior officials from branches

PURPOSE

The Foreign Account Tax Compliance Act (FATCA) is a new US law aimed at foreign financial institutions (FFIs) and other financial intermediaries to prevent tax evasion by US citizens and residents using offshore accounts. It represents a complex and costly compliance task being forced upon financial services firms globally by the US tax authorities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Summary of FATCA developments.
- Intergovernmental approach – model 1 IGA & model 2 IGA
- FATCA's IGAS with the UAE and the middle east region
- Defining reportable financial institutionsg.
- Operational impact and due diligence requirements for UAE banksand financial institutions - account onboarding procedures-validity periods - document specifications.
- Effects of non-compliance.
- Defining US accounts.
- Reporting & withholding requirements.

Date	Location
14 Apr	VILT
12 May	VILT
27 Oct	VILT
16 Nov	VILT

18 INTERNAL AUDIT

Pathway code:
7050

course type
Class/VILT

course no:
1928

Foundation

2 DAY



All Staff of the bank who would like to get the indepth knowledge of AML

PURPOSE

This course will help to enhance the skills of the participants relating to the audit and control in banks. This will help to highlight the crucial role of auditing as an important element in the management information system.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Risk-based internal audit function.
- Reorganization of the audit function through audit teams (credit audit, treasury, trade finance etc.).
- Reconfiguration of the audit universe (i.e. Identifying areas to be audited) by grouping, end-to-end transaction and product processing cycles.
- Implementation of a risk assessment methodology (Inherent risk of each auditable unit).
- The prioritization of auditable units (categorization into high, medium and low risk auditable units).
- Developing and implementation of risk-based auditingtools and techniques.

Date	Location
16 Mar	VILT
20 Apr	VILT
22 May	Dubai
24 Aug	VILT
16 Oct	VILT
16 Nov	AbuDhabi

19 TREASURY AUDIT

Pathway code:
7052

course type
Class/VILT

course no:
1949

Specialization

1 DAY



Officers from Audit Department, Treasury Departments, Internal Auditors and Compliance Officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Treasury Dept. It will focus on treasury risks and examine whether appropriate controls have been instituted

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identification of treasury risks-major failures in banking industry
- Review of treasury policy.
- Review of operational risk controls.
- Review of market risk controls.
- Review of model code of conduct.

Date	Location
31 Mar	VILT
08 May	VILT
13 Sep	VILT
30 Oct	VILT

20 AML AUDIT

Pathway code:
7054

course type
Class/VILT

course no:
1948

Specialization

1 DAY



Internal Auditors and Compliance Officers

PURPOSE

Auditing an AML function requires enhanced functional skills and understanding the Audit function within the AML framework. It requires an understanding the operational and technology methods in auditing the AML function. Creating an effective AML audit and review program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The five steps to be conducted in an AML audit.
- Independent testing and three lines of defense.
- Independent AML skills testing matrix.
- Auditing the AML training.
- Performing of AML audit procedures and testing.
- Creating an effective AML audit / review program.

Date	Location
19 Apr	VILT
22 May	VILT
11 Oct	VILT
14 Nov	VILT

COMPLIANCE & AUDIT

21	CREDIT AUDIT	Pathway code: 7051	course type Class/VILT	course no: 1950														
Specialization		1 DAY	Officers from Audit Department Credit Department, Internal Auditors and Compliance officers															
PURPOSE This course is designed for the Audit Department undertaking a review of the Credit Dept. It will focus on risks facing the Credit Dept and examine whether appropriate controls have been instituted.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand:		<table><tr><th>Date</th><th>Location</th></tr><tr><td>24 Mar</td><td>VILT</td></tr><tr><td>27 May</td><td>VILT</td></tr><tr><td>30 Aug</td><td>VILT</td></tr><tr><td>23 Oct</td><td>VILT</td></tr></table>	Date	Location	24 Mar	VILT	27 May	VILT	30 Aug	VILT	23 Oct	VILT				
Date	Location																	
24 Mar	VILT																	
27 May	VILT																	
30 Aug	VILT																	
23 Oct	VILT																	
22	SALES AUDIT	Pathway code: 7053	course type Class/VILT	course no: 1520														
Intermediate		1 DAY	Officers from Audit Department Credit Department, Internal Auditors and Compliance officers															
PURPOSE This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand:		<table><tr><th>Date</th><th>Location</th></tr><tr><td>12 Apr</td><td>VILT</td></tr><tr><td>12 May</td><td>VILT</td></tr><tr><td>27 Sep</td><td>VILT</td></tr><tr><td>06 Nov</td><td>VILT</td></tr></table>	Date	Location	12 Apr	VILT	12 May	VILT	27 Sep	VILT	06 Nov	VILT				
Date	Location																	
12 Apr	VILT																	
12 May	VILT																	
27 Sep	VILT																	
06 Nov	VILT																	
23	EFFECTIVE COMPLIANCE MONITORING SYSTEM MASTERCLASS ESSENTIALS	Pathway code: 7039 / 7056	course type Class/VILT	course no: 1939														
Masterclass		1 DAY	Senior managers in compliance, risk, audit and other functional heads															
PURPOSE This course is focused on ensuring effective compliance in all key business functions of the banks. This course aims to identify key compliance requirements in important departments, identify the risk of non-compliance and to take corrective actions.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand:		<table><tr><th>Date</th><th>Location</th></tr><tr><td>10 May</td><td>VILT</td></tr><tr><td>12 Jun</td><td>VILT</td></tr><tr><td>22 Nov</td><td>VILT</td></tr><tr><td>04 Dec</td><td>VILT</td></tr></table>	Date	Location	10 May	VILT	12 Jun	VILT	22 Nov	VILT	04 Dec	VILT				
Date	Location																	
10 May	VILT																	
12 Jun	VILT																	
22 Nov	VILT																	
04 Dec	VILT																	
24	TRADE BASED FINANCIAL CRIMES	Pathway code: 7034	course type Class/VILT	course no: 1130														
Specialization		2 DAY	Senior managers in compliance, risk, audit and other functional heads															
PURPOSE Financial crimes pose serious threat to the banking system and the economies. Using Trade and Banking channels is one of the major tools used for large scale financial crimes. This course looks at financial crimes with a specific focus on trade finance.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand:		<table><tr><th>Date</th><th>Location</th></tr><tr><td>10 Apr</td><td>VILT</td></tr><tr><td>08 May</td><td>VILT</td></tr><tr><td>08 Jun</td><td>Dubai</td></tr><tr><td>03 Jul</td><td>Sharjah</td></tr><tr><td>17 Oct</td><td>VILT</td></tr><tr><td>06 Nov</td><td>VILT</td></tr></table>	Date	Location	10 Apr	VILT	08 May	VILT	08 Jun	Dubai	03 Jul	Sharjah	17 Oct	VILT	06 Nov	VILT
Date	Location																	
10 Apr	VILT																	
08 May	VILT																	
08 Jun	Dubai																	
03 Jul	Sharjah																	
17 Oct	VILT																	
06 Nov	VILT																	

25 DIGITAL BANKING FRAUDS

course type
Class/VILT

course no:
1959

Foundation

1 DAY

Open to all based in relevance

PURPOSE

Disruptions have fast paced the use of digital banking platforms. As we adapt to a remote work environment, scammers took advantage to spread phishing and steal unsuspecting users' private and financial information. UAE Central Bank estimates a significant rise of overall frauds, specifically in the digital space. Awareness about how these digital banking frauds happen is the first step in mitigating these frauds.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Phishing and its various types.
- Skimming.
- Shimming.
- Spoofing.
- Social Engineering.
- Reverse Social Engineering.
- Frauds using Phones.
- Wire Transfer Fraud.
- Malware and Ransomware.
- Safeguarding against digital Banking Frauds.

Date	Location
10 Feb	VILT
08 Mar	VILT
01 Jun	Dubai
03 Jul	VILT
28 Aug	Sharjah
04 Oct	VILT
15 Nov	VILT

26 SANCTIONS COMPLIANCE STANDARDS

course type
Class/VILT

course no:
1958

Specialization

2 DAY

Compliance Staff, Senior operation Managers, Senior Audit Mangers

PURPOSE

Sanctions compliance is becoming a daily challenging area to bankers. This specialized program takes the compliance specialists thoroughly through the most important areas of concern (SDD, Sanctions Evading Methods, Sanctions screening, and Investigations) making them to be equipped with the proper skills to comply with Sanctions.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Differentiate between SDD and CDD.
- Identify the common methods used to evade sanctions.
- Analyze customer name and transitions for sanctions.
- Develop a structured model for tagged names and transactions investigations and reporting.

Date	Location
16 Feb	VILT
26 Jun	AbuDhabi
09 Nov	Sharjah

27 KYC AND CDD

Pathway code:
7742

course type
Class/VILT

course no:
1957

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

KYC and CDD are Integral aspects of AML compliance. As regulatory expectations increase, knowing the essentials of the topic has become very important. This course will provide an in-depth understanding of KYC CDD Program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of KYC and Important KYC docs.
- What is CDD and how to effectively fill a CDD form.
- CDD and Onboarding - How to effectively Onboard a customer?
- Risk Categorization of Customers.
- Enhanced Due diligence.
 - » Overview of high-risk countries/sanctions list.
 - » Ultimate Beneficial Ownership.
 - » Politically Exposed Persons.
- Significance of Periodical Monitoring/Update of Customer Profile/Docs.
- FATCA & KYC.

Date	Location
30 Jan	VILT
01 Mar	VILT
31 Mar	VILT
28 Apr	AbuDhabi
01 Sep	VILT
21 Sep	VILT

28 TRANSACTIONS MONITORING FOUNDATIONS

Pathway code:
7740

course type
Class/VILT

course no:
1961

Intermediate

1 DAY

Open to all based in relevance

PURPOSE

Transaction monitoring refers to the monitoring of customer transactions, including assessing historical/current customer information and interactions to provide a complete picture of customer activity. Hence, it is a core component of an AML and financial crime compliance program. This course provides a foundation knowledge of transaction monitoring process.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The role of transaction monitoring in AML compliance.
- How does transaction monitoring work?
- Transaction Monitoring –A risk based approach.
- How regulations impact transactions monitoring?
- Challenges in transaction monitoring.
- The role of technology in transactions monitoring.

Date	Location
30 Mar	VILT
26 Apr	VILT
09 Oct	VILT
30 Oct	VILT

29 IT SECURITY RISK AND AUDIT

Pathway code:
7057

course type
Class/VILT

course no:
1956

Specialization



Open to all based in relevance

COURSE OVERVIEW

An IT audit is the examination and evaluation of an organization's information technology infrastructure, policies, and operations. Information technology audits determine whether IT controls protect corporate assets, ensure data integrity, and are aligned with the business's overall goals. This course focuses certain aspects of the IT security risk and audit.

LEARNING OUTCOME

- Review IT policies and procedures.
- Review IT standards.
- Review IT documentation.
- Review of protection of Consumer data and assets.
- Social Engineering testing.
- Review New Product / Process Audit.

Date	Location
26 Apr	VILT
29 May	VILT
25 Oct	VILT
20 Nov	VILT

E-Learning & Micro-Learning

1 INTERNAL FRAUD

course type
E-Learning

ELRN Code:
6259

Intermediate



Open to all based in relevance

COURSE OVERVIEW

Internal fraud refers to a type of fraud that is committed by an individual / group of individuals against an organization. So it can be also referred as employee frauds. Research over the years estimate that over 70% of all financial loss due to banking frauds are directly or indirectly linked to employee frauds.

LEARNING OUTCOME

- Quantum of "internal fraud".
- Fraud triangle and fraud diamond.
- Profile of an internal fraudster & red flags.
- "Internal fraud" – an internal auditors perspective.
- Methods to mitigate internal fraud.

2 IDENTITY CRIME

course type
E-Learning

ELRN Code:
6242

Intermediate



Open to all based in relevance

COURSE OUTLINE

Identity crime is now become the underlying crime for other financial crimes. Identity Crime is broadly defined as the unlawful use of another's personal identifying information with wrong or negative intent. Identity thieves obtain personal information in a variety of ways, mostly through technology related methods.

LEARNING OUTCOME

- Techniques used by identity thieves.
- Traditional methods.
- Technology related methods.
- Red flags in identifying identity crime.
- How can one guard against ID theft – do's and don'ts.

3 CARD FRAUDS

course type
E-Learning

ELRN Code:
6266

Intermediate



Open to all based in relevance

COURSE OUTLINE

Credit card fraud is one of the biggest problem in the area of financial fraud. In a country like UAE, where tourism is one the huge area of business, you can expect not only UAE based bank credit cards, but also international bank cards with MASTER / VISA / DINERS etc. Card frauds include different types of frauds other than credit card frauds like Debit cards, Travel cards etc.

LEARNING OUTCOME

- Security features of a "credit card".
- How card frauds are initiated?
- Red flags in identifying credit card frauds.
- Counter measures on card frauds.

4 CHEQUE FRAUD PREVENTION

course type
E-Learning

ELRN Code:
6228

Intermediate



Open to all based in relevance

COURSE OUTLINE

Cheque is common payment mechanism used by individuals and more by businesses. Cheque fraud is the oldest and most common forms of financial crime. Even with explosion of digital payments, cheque are still used for millions and billions for transactions every year.

LEARNING OUTCOME

- Security features of a cheque.
- Identifying a fraud check in a clearing process.
- Identifying an altered cheque.
- Additional security features of managers cheque.

5 HOW STRONG IS YOUR PASSWORD?

course type
E-Learning

ELRN Code:
6241

Intermediate 



Open to all based in relevance

COURSE OUTLINE

Crimes related to password sharing or password stealing or password hacking has always been a pertinent issue, especially with financial institutions. We have passwords for official purposes and then we have personal and social media passwords. It is estimated that a person can have a minimum 6 to 10 passwords. Studies shows that %81 of data breaches are caused by weak or reused passwords.

LEARNING OUTCOME

- Understanding of "world password day".
- Evaluating the strength of your password.
- Common password security questions.
- Probing password security questions.
- The reality of password cracking.
- Ingredients of an exceptional password.
- The use of technology in password protection.

6 EUROPEAN UNION DIRECTIVES

course type
E-Learning

ELRN Code:
6239

Intermediate 



Open to all based in relevance

COURSE OVERVIEW

Fighting money laundering and terrorist financing contributes to global security and integrity of financial system all over the world. European Union had adopted the first anti-money laundering Directive in 1990 in order to prevent the misuse of the financial system for the purpose of money laundering. Subsequently it has issued up to 5th EU directive on Money laundering and terrorist financing. The 6th directive is expected in December 2020.

LEARNING OUTCOME

- Importance of EU AML directives.
- Highlights of 4th EU AML directive.
- Highlights of 5th EU AML directive.

7 GOAML & STR

course type
E-Learning

ELRN Code:
6267

Intermediate 



Open to all based in relevance

COURSE OUTLINE

"GOAML" platform is a standard application - integrated database and intelligent analysis software system developed by the United Nations Office on Drugs and Crime (UNODC) for Financial Intelligence Units worldwide to counter Terrorist Financing and Money Laundering. The UAE is the first to launch the GOAML platform in the GCC in June 2019. The objective has been to provide support for UAE's financial institutions in line with global standards in STR reporting.

LEARNING OUTCOME

- Understanding the GOAML platform.
- Functions of GOAML applications.
- Primary data report types.
- Key benefits of the GOAML platform.

8 FINANCIAL INTELLIGENCE UNITS (FIU)

course type
E-Learning

ELRN Code:
6240

Intermediate 



Open to all based in relevance

COURSE OUTLINE

Financial intelligence units (FIUs) are national centers which collect information on suspicious or unusual financial activity from the financial industry and other entities or professions required to report suspicious transactions, suspected of being money laundering or terrorism financing. FIU will collect raw transactional information and STR/ SAR usually provided by banks and other entities as part of regulatory requirements.

LEARNING OUTCOME

- Functions of financial intelligence units.
- Stages of suspicious activity reporting processes at FIU.
- Introduction to Egmont group principles.

9 ULTIMATE BENEFICIAL OWNERSHIP (UBO)

course type
E-Learning

ELRN Code:
6256

Intermediate 



Open to all based in relevance

COURSE OUTLINE

An Ultimate Beneficial Owner is an individual who ultimately owns or controls the business or business Partner, whether directly as a shareholder, or indirectly via control of companies, other entities or structures that control the Business Partner. Financial Action Task Force (FATF) Recommendation 10 address customer due diligence - states the importance of identifying the UBO.

LEARNING OUTCOME

- What is ultimate beneficial ownership?
- Types of UBO.
- Data sources you need to screen a beneficial owner.
- Why understanding beneficial ownership is important?

E-Learning & Micro-Learning

10 POLITICALLY EXPOSED PERSONS (PEPS)

course type
E-Learning

ELRN Code:
6253

Intermediate



Open to all based in relevance

COURSE OUTLINE

PEPs are individuals who have been entrusted with prominent public positions. Most PEPs act lawfully. But their public positions expose them to a much higher risk of bribery and corruption than the average customer, investor, or third party. The money thus received can be used for money laundering and terrorist financing activities. Any illegal act by the PEPs in a financial activity will result in reputation damage and may be subject to sanctions, regulatory fines etc.

LEARNING OUTCOME

- FATF guidelines on politically exposed persons.
- Types of PEPs.
- Red flags in identifying a PEP.

11 METHODS OF MONEY LAUNDERING

course type
E-Learning

ELRN Code:
6125

Intermediate



Open to all based in relevance

COURSE OVERVIEW

The main objective of criminals is to conceal the illegal source of money. They use a lot of different methods to achieve this objective. This focused topic highlight some of the most popular techniques used by criminals to do this.

LEARNING OUTCOME

- Identify how criminals target any economic activity.
- Explain attractive products to criminals in financial industry.
- Differentiate alternative structures in money laundering.
- Differentiate trade based structures that are used by criminals.

12 MONEY LAUNDERING RED FLAGS

course type
E-Learning

ELRN Code:
6140

Intermediate



Open to all based in relevance

COURSE OUTLINE

Analysts who track the transactions can find out money laundering red flags arising from suspicious transactions, patterns, trends etc

LEARNING OUTCOME

- What are red flags.
- Suspicious transactions.
- Common patterns and trends.
- Using technology for spotting money laundering.

13 AML RISK BASED APPROACH

course type
E-Learning

ELRN Code:
6141

Intermediate



Open to all based in relevance

COURSE OUTLINE

This focused topic highlights the application of the risk based approach in the banking industry in a way to enable bankers to assess the risks which they may be exposed to and develop structured models to deal with AML/CFT exposures.

LEARNING OUTCOME

- Identify the elements of the risk based approach.
- Assess the risks related to customers, products, channels and geography.
- Design a risk score model to rate AML/CFT exposures.
- Define measures to be used to cover AML/CFT exposure.

14 ANTI-BRIBERY AND CORRUPTION

course type
E-Learning

ELRN Code:
6328

Intermediate



Open to all based in relevance

COURSE OUTLINE

Bribery and Corruption put banks, businesses, and governments at risk worldwide. Hence, the fight against bribery and corruption has intensified over recent years. This course is to familiarize employees with the different aspects of bribery and corruption and help them recognize and mitigate associated risks.

LEARNING OUTCOME

- Understanding terminologies.
 - » Bribery.
 - » Corruption.
 - » Kickbacks.
 - » Economic Extortion.
 - » Conflicts of Interest
- Where and when Bribery can happen.
- Corruption and its different types.
- An introduction to Anti Bribery and Corruption Policy.
- The importance of ABC Program in Banks.

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معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



10

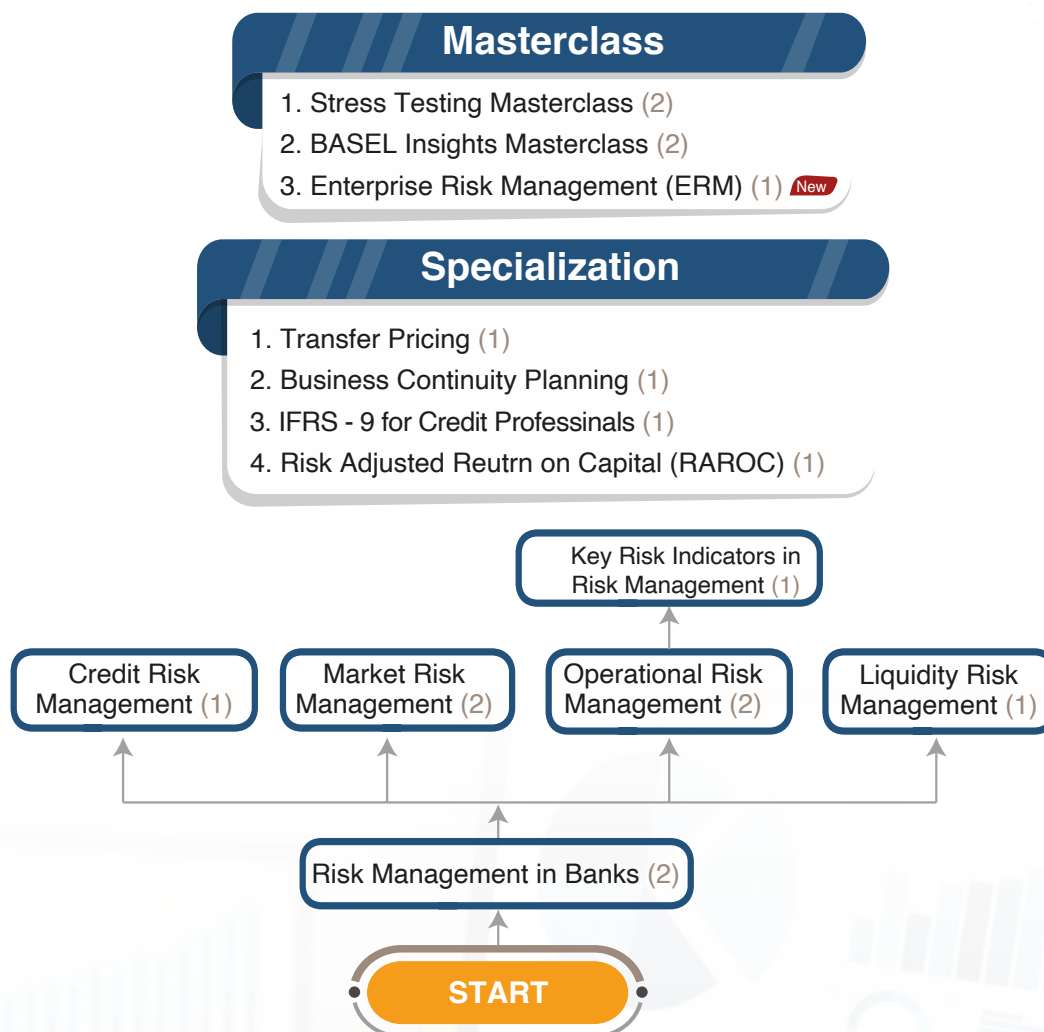
RISK & GOVERNANCE

eibfs

RISK MANAGEMENT & GOVERNANCE

HOW TO APPROACH THIS CATEGORY

EIBFS offers the complete suite of programs covering all the aspects of Risk Management and Governance in Banks. The learners can have an effective learning journey covering the specialized areas of Credit, Market, Operational and Liquidity Risks.



Micro-Learning & E-Learning Courses

1. Internal capital adequacy assessment process.
2. Funds transfer pricing.
3. Black Swan event.
4. Risk appetite & risk tolerance.
5. Value at Risk (VaR).
6. IFRS - 9 highlights for credit professionals.

Learning Bundles

Risk & Governance Bundles

Credit Risk Essentials

1. Risk appetite & risk tolerance.
2. No data.
3. Exposure at default and loss given default.
4. Credit Risk Management.

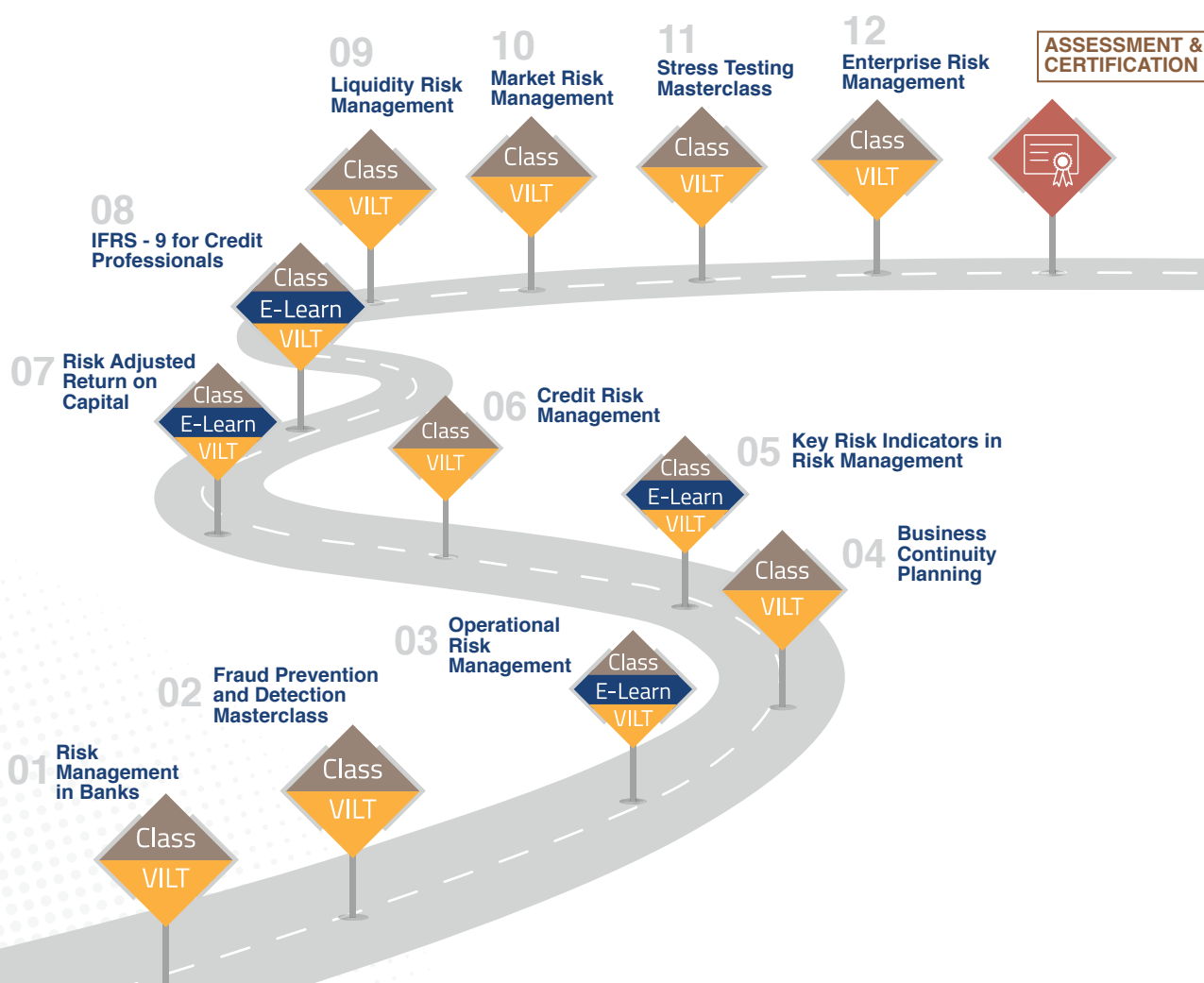
Market Risk Essentials

1. Black Swan event.
2. Value at Risk (VaR).
3. Value at Risk (VaR).

Operational Risk Essentials

1. Operational Risk Management.
2. Key Risk Indicators in Risk Management.
3. Key Risk Indicators in Risk Management.

EIBFS INTERNATIONAL CERTIFICATION IN RISK MANAGEMENT (EICRM)



RISK MANAGEMENT & GOVERNANCE

1 RISK MANAGEMENT IN BANKS		Pathway code: 7600		course type Class/VILT		course no: 1911																	
Foundation		2 DAY		Risk Management Professionals, Compliance, Corporate Bankers, Branch Managers, Treasury and Internal Audit Professionals																			
PURPOSE		LEARNING OBJECTIVES																					
<p>Financial institutions have been using risk management tools to control their risks. No longer is it seen purely as a control mechanism – but as a critical input into the business. Every transaction should be assessed in terms of the increase in risk to the institution, with the assurance that the pricing of that transaction will generate a suitable return to compensate for the risk. Such a risk culture is reinforced by Basel Accords, due to be implemented in many countries.</p>		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none">• Overview of risk management, including basel accords.• CBUAE regulations to protect depositors.• Identification of financial & non-financial risks.• Overview of various types of risk and management: - credit risk, operational risk, compliance risk, market risk, liquidity risk, interest risk, business risk, strategic risk, reputation risk.																					
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>27 Feb</td><td>VILT</td></tr><tr><td>28 Mar</td><td>VILT</td></tr><tr><td>18 Apr</td><td>VILT</td></tr><tr><td>18 May</td><td>Dubai</td></tr><tr><td>26 Jun</td><td>Sharjah</td></tr><tr><td>14 Sep</td><td>VILT</td></tr><tr><td>25 Oct</td><td>VILT</td></tr></table>						Date	Location	27 Feb	VILT	28 Mar	VILT	18 Apr	VILT	18 May	Dubai	26 Jun	Sharjah	14 Sep	VILT	25 Oct	VILT
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14 Sep	VILT																						
25 Oct	VILT																						

2 CREDIT RISK MANAGEMENT		Pathway code: 7605 / 7006		course type Class/VILT		course no: 1914															
Intermediate		1 DAY		Credit Risk Analytics, Risk Professionals Internal Audit Staff, Relationship Managers, Corporate Bankers																	
PURPOSE		LEARNING OBJECTIVES																			
<p>Credit risk is the most fundamental of risks. It is the potential that a bank borrower or counterparty will fail to meet its obligations in accordance with agreed terms. This program aims at enabling candidates to define credit risk and be able to identify the on and off balance sheet areas of credit risk, to be able to use the different techniques and models to credit risk rating and measurement.</p>		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none">• The nature and causes of credit risk Types of credit risk.<ul style="list-style-type: none">» Concentration risk.» Settlement risk.• Credit risk rating model.• Credit risk under basel accords.<ul style="list-style-type: none">» Standardized model.» Internal rating based model.• Credit risk mitigation techniques prudential norms.• Risk based pricing and RAROC Portfolio risk management. <p>Prerequisite: Basel Regulations: Impact on Banks.</p>																			
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>11 May</td><td>Sharjah</td></tr><tr><td>31 May</td><td>VILT</td></tr><tr><td>19 Jun</td><td>VILT</td></tr><tr><td>18 Sep</td><td>Dubai</td></tr><tr><td>17 Oct</td><td>VILT</td></tr><tr><td>16 Nov</td><td>VILT</td></tr></table>						Date	Location	11 May	Sharjah	31 May	VILT	19 Jun	VILT	18 Sep	Dubai	17 Oct	VILT	16 Nov	VILT
Date	Location																				
11 May	Sharjah																				
31 May	VILT																				
19 Jun	VILT																				
18 Sep	Dubai																				
17 Oct	VILT																				
16 Nov	VILT																				

3 MARKET RISK MANAGEMENT		Pathway code: 7609		course type Class/VILT		course no: 1913											
Intermediate		2 DAY		Treasury, Investment, Risk Professionals and Internal Audit department													
PURPOSE		LEARNING OBJECTIVES															
<p>Market risk refers to the losses in on and off-balance sheet items arising from movements in market prices. This program aims at exploring the different areas of market risk to enable candidates to verify the nature of each of them and be able to measure them in their activities. To understand the different methodologies to mitigate those risks. Finally, understand the measures that had been made by the Basel committee to manage market risk in financial institutions.</p>		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none">• The nature of market risk within the context of risk management.• Major areas of market risk; interest rate risk, exchange rate risk, commodity price risk, equity price risk.• Market risk measurement.• Market risk management models.• Market risk mitigation.• Market risk under Basel accords (VaR). <p>Prerequisite: Basel Regulations : Impact on Banks.</p>															
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>12 Jun</td><td>VILT</td></tr><tr><td>26 Jun</td><td>VILT</td></tr><tr><td>07 Nov</td><td>VILT</td></tr><tr><td>29 Nov</td><td>VILT</td></tr></table>						Date	Location	12 Jun	VILT	26 Jun	VILT	07 Nov	VILT	29 Nov	VILT
Date	Location																
12 Jun	VILT																
26 Jun	VILT																
07 Nov	VILT																
29 Nov	VILT																

This Course is also available as E-learning E-Learning Code: 6012

4 OPERATIONAL RISK MANAGEMENT		Pathway code: 7602		course type Class/VILT		course no: 1910																	
Intermediate		2 DAY		Operations management staff, IT executives, Operations Risk Managers, Back-Office Managers, Settlement Officers, Internal Auditors, Risk Auditors																			
PURPOSE		LEARNING OBJECTIVES																					
<p>This course introduces the concept of operational risk and discusses events that trigger losses in banks due to operational loss events. It covers the Basel Committee recommendations on the regulatory treatment of operational risk and its management.</p>		<p>After the completion of this course, the learner should be able to understand:</p> <ul style="list-style-type: none">• Introduction to operational risk & linkages to other risks.• Identification of operational risk events / businesses.• Measurement of operational risk.• Mitigation of operational risk.• Operational risk treatment.• Monitoring of operational risk – key risk indicators, RCSA.• BIS principles on operation risk management.• COSO principles of internal controls.																					
		<table><tr><th>Date</th><th>Location</th></tr><tr><td>20 Mar</td><td>VILT</td></tr><tr><td>24 Apr</td><td>VILT</td></tr><tr><td>11 May</td><td>VILT</td></tr><tr><td>12 Jun</td><td>Sharjah</td></tr><tr><td>14 Sep</td><td>AbuDhabi</td></tr><tr><td>05 Oct</td><td>VILT</td></tr><tr><td>06 Nov</td><td>VILT</td></tr></table>						Date	Location	20 Mar	VILT	24 Apr	VILT	11 May	VILT	12 Jun	Sharjah	14 Sep	AbuDhabi	05 Oct	VILT	06 Nov	VILT
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RISK MANAGEMENT & GOVERNANCE

5 LIQUIDITY RISK MANAGEMENT

Pathway code:
7608

course type
Class/VILT

course no:
1909

Intermediate

1 DAY



Professionals from Treasury, Market, Risk, Compliance, Internal Audit and Strategic Management.

PURPOSE

This program will enable participants to understand the types of liquidity risks and identify their causes. They will learn how to use the available techniques to manage liquidity risk.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Liquidity and solvency.
- Causes of liquidity risk.
- Measures of asset/liability liquidity.
- Liquidity contingency plan.
- Types of liquidity risk.
- Measures of liquidity risk.
- Managing liquidity risk.
- Basel III recommendations for liquidity risk management.

Prerequisite: Basel Regulations : Impact on Banks

Date	Location
09 Jun	VILT
23 Jun	VILT
31 Oct	VILT
27 Nov	VILT

This Course is also available as E-learning **E-Learning Code: 6218**

6 KEY RISK INDICATORS IN RISK MANAGEMENT

Pathway code:
7604

course type
Class/VILT

course no:
1921

Intermediate

1 DAY



Risk and compliance professional, corporate bankers and internal audit professionals

PURPOSE

Risk indicators are an important tool used to support a range of risk management activities in banks including risk identification, control, assessment etc. Every bank should have a system of an early warning to support its risk management function.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Risk indicators and importance.
- Managing risk indicators.
- Controlling, mitigating, reporting and monitoring.
- Examples of key risk indicators across the bank departments.
- Selecting key risk indicators.
- Prioritizing risk indicators – Heat maps.

Prerequisite: Basel Regulations : Impact on banks.

Date	Location
24 Apr	Dubai
23 May	VILT
14 Jun	VILT
13 Sep	AbuDhabi
13 Oct	VILT
13 Nov	VILT

7 TRANSFER PRICING

course type
Class/VILT

course no:
1931

Specialization

1 DAY



AML Officers, Product Managers, Risk Officers, Internal Auditors, Senior Managers from all departments, Liability Managers and Loan Officers

PURPOSE

This course will enable participants to understand the need for transfer pricing in banks. They will develop a working knowledge of the same through this course

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Overview of transfer pricing.
- Need for transfer pricing.
- Principles of transfer pricing.
- Methods of transfer pricing.
- Case study.

Prerequisite: Basel Regulations : Impact on Banks.

Date	Location
31 May	VILT
09 Nov	VILT

8 BUSINESS CONTINUITY PLANNING

Pathway code:
7603

course type
Class/VILT

course no:
1933

Specialization

1 DAY



Risk Managers, Senior Managers, Internal Auditors, Operations Manager and other based on relevance

PURPOSE

This course will familiarize participants with understanding of Business Continuity Planning Process. Business continuity is getting increasingly relevant due to the technology driven banking environment where risks of.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Introduction - BCP and DRP.
- BCP & risk management.
- Business impact analysis.
- Developing BCP.
- Testing and audit of BCP.
- Key benefits of BCP.
- 7Ps of BCP.
- Crisis management and communications.
- Implementing BCP.

Date	Location
09 May	VILT
15 May	VILT
10 Oct	VILT
09 Nov	VILT

9 STRESS TESTING MASTERCLASS

Pathway code:
7610

course type
Class/VILT

course no:
1942

Mastercalss

2 DAY



Risk, Compliance, Treasury and credit staff at managerial level

PURPOSE

This course would provide an overview of objectives and principles of ICAAP framework prescribed under Pillar II of Basel standard with a specific focus on sensitivity and scenario test cases under stress testing framework under regulatory guidelines and best practices.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- ICAAP framework.
- Stress testing framework.
- Credit risk stress testing components.
- ALM stress testing components.
- Market risk stress testing components.
- Developing stress testing model.

Prerequisite: Credit Risk Management

Date	Location
14 Jun	VILT
28 Jun	VILT
15 Nov	VILT
04 Dec	VILT

10 BASEL INSIGHTS MASTERCLASS

course type
Class/VILT

course no:
1941

Mastercalss

2 DAY



Credit and Risk Professionals, Basel officers, compliance and Internal Audit Professionals, corporate bankers

PURPOSE

The role of Basel guidelines is getting increasingly important in the banking domain. This program aims at introducing the different techniques to calculate CAR for credit risk, market risk, operational risk and liquidity risk as they constitute the measure that should be satisfied by banks.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Overview of Basel II.
- Internal rating based models.
- Capital requirements for market risk.
- Measuring operational risk using standardized approach.
- Pillar two - ICAAP and supervisory review process.
- Pillar three - market discipline.
- Basel III – modifications.
- Introduction to IFRS 9 – financial instruments.
- Other key standards.

Date	Location
13 Jun	VILT
23 Oct	VILT

This Course is also available as E-learning **E-Learning Code: 6062**

11 RISK ADJUSTED RETURN ON CAPITAL (RAROC)

Pathway code:
7606 / 7028

course type
Class/VILT

course no:
1228

Specialization

1 DAY



Risk Managers, Internal Auditors, ALM Officers, Corporate Relationship Officers, Internal Control Officers, Finance staff Senior Managers form all departments

PURPOSE

At the end of this course participants will be able to comprehend the importance of RAROC and why it is such a powerful measure of business performance.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- RAROC.
- Basel capital guidelines and risk linkages.
- Hurdle rate.
- RAROC computation.
- RAROC as a performance measure.

Date	Location
05 Jun	VILT
21 Jun	VILT
20 Oct	VILT
20 Nov	VILT

12 ENTERPRISE RISK MANAGEMENT (ERM)

Pathway code:
7611

course type
Class/VILT

course no:
1962

Masterclass

1 DAY



Risk Management officers, regulatory reporting officers, audit and Compliance managers.

PURPOSE

The Basel Committee's enhanced Pillar 2 guidance sets clear expectations for boards of directors and senior management to: understand the firm-wide risk profile. ERM is a method of providing the firm with a succinct view of all its key risk information, thus enabling the senior team to make balanced, firm-wide risk decisions. This program provides learners with the scope of aggregating all risks to reach that objective.

LEARNING OBJECTIVES

After the completion of this course, the learners should be able to understand:

- Define a common understanding of risk and a common risk language.
- Aggregate risk information from the whole firm across all risk types.
- Summarize risk information to enable better management decision-making.
- Compare the firm's risk profile to the available risk capital.
- Use the firm-wide risk view to define and fine-tune the firm's risk appetite.

Prerequisite: Risk Management in banks

Date	Location
16 Jun	VILT
30 Jun	VILT
21 Nov	VILT
06 Dec	VILT

E-Learning & Micro-Learning

1 INTERNAL CAPITAL ADEQUACY ASSESSMENT PROCESS

course type
E-Learning

ELRN Code:
6261

Intermediate 



Open to all based in relevance

PURPOSE

The ICAAP was a product of the Basel II Accord on banking supervision, which introduced the '3 Pillar' model which is now the foundation of capital and prudential regulation for banks and other financial institutions. In this program we are going to understand the purpose, process & risks covered through ICAAP.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Purpose of ICAAP.
- Steps required to prepare ICAAP report.
- Risks to be covered through ICAAP.

2 FUNDS TRANSFER PRICING

course type
E-Learning

ELRN Code:
6262

Intermediate 



Open to all based in relevance

PURPOSE

This program is designed to understand and articulate the role of funds transfer pricing for banks and the regulatory requirements driving it. Understand the components of a typical FTP construct and how these fit with cost/ value of funds and net interest margin while deciphering how interest rate risk is identified and managed with FTP models.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- An overview of FTP and what it's role achieves.
- Regulatory requirements behind the implementation of FTP.
- Separating interest rate risk, liquidity and other components.
- Accommodating rate sensitivity.

3 BLACK SWAN EVENT

course type
E-Learning

ELRN Code:
6263

Intermediate 



Open to all based in relevance

PURPOSE

The Black Swan explains why we are so bad at predicting the future, and how unlikely events dramatically change our lives if they do happen, as well as what you can do to become better at expecting the unexpected.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- What is Black Swan.
- Is historical data enough to predict future events.
- Biases we hold when we plan risk managementsensitivity.

4 RISK APPETITE & RISK TOLERANCE

course type
E-Learning

ELRN Code:
6264

Intermediate 



Open to all based in relevance

PURPOSE

This course discusses the purpose and balance of risk appetite and risk tolerance in an organization. The course provides a framework for defining the specific categories of risk for an organization and determining the ideal level of risk to engage in.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Explain the differences between risk appetite, risk tolerances and thresholds.
- Develop a risk appetite framework and supporting governance processes.
- Develop risk appetite metrics and trigger levels for action.

5 VALUE AT RISK (VAR)

course type
E-Learning

ELRN Code:
6265

Intermediate 



Open to all based in relevance

PURPOSE

In this course we would review statistical concepts and computation of Value at Risk (VaR), understand regulatory issues and vet through different analytical techniques of VaR modelling.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand basic statistical concepts used under VaR.
- Understand the concept of Value at Risk.
- Comprehend various methodologies of estimating VaR and their strengths.

6 IFRS-9 HIGHLIGHTS FOR CREDIT PROFESSIONALS

course type
E-Learning

ELRN Code:
6074

Intermediate 



Open to all based in relevance

PURPOSE

The Purpose of this course is to familiarize participants from Credit with the new impairment model based on Expected Credit Loss (ECL) as per IFRS9, as mandated by regulators.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Introduction to IFRS 9.
- Expected credit loss model.
- Three stages.
- Significant increase in credit risk.



11

ISLAMIC BANKING

eibfs

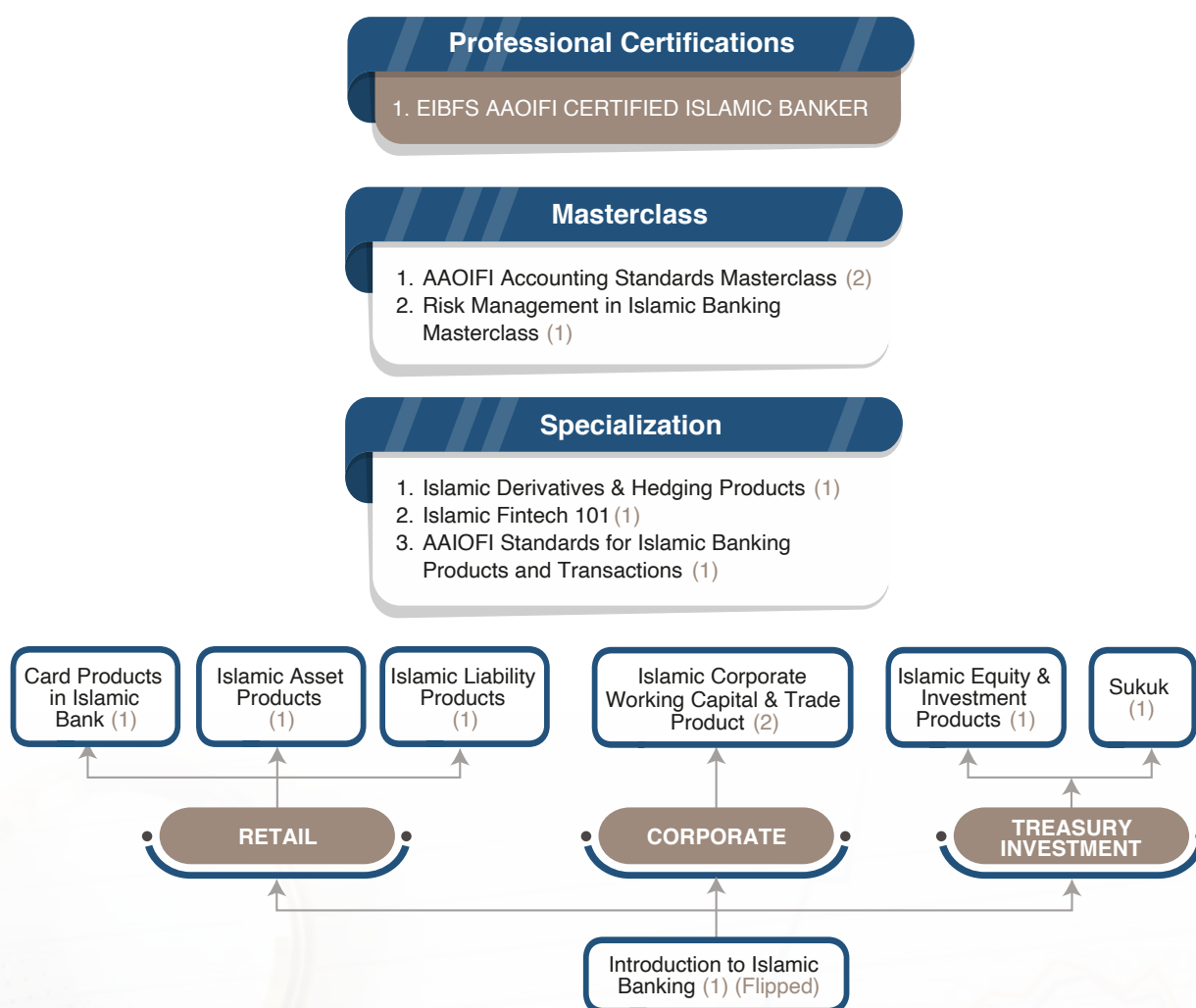
ISLAMIC BANKING

HOW TO APPROACH THIS CATEGORY

The learning pathway in Islamic banking category would help the learners develop competencies in various areas of this domain.

The learners can start their learning journey in this domain with the Introduction to Islamic banking followed by specialized Islamic banking programs in various areas like retail, corporate and risk management. The category has been greatly enhanced this year with the introduction of new E-learning and microlearning programs on various Islamic banking topics.

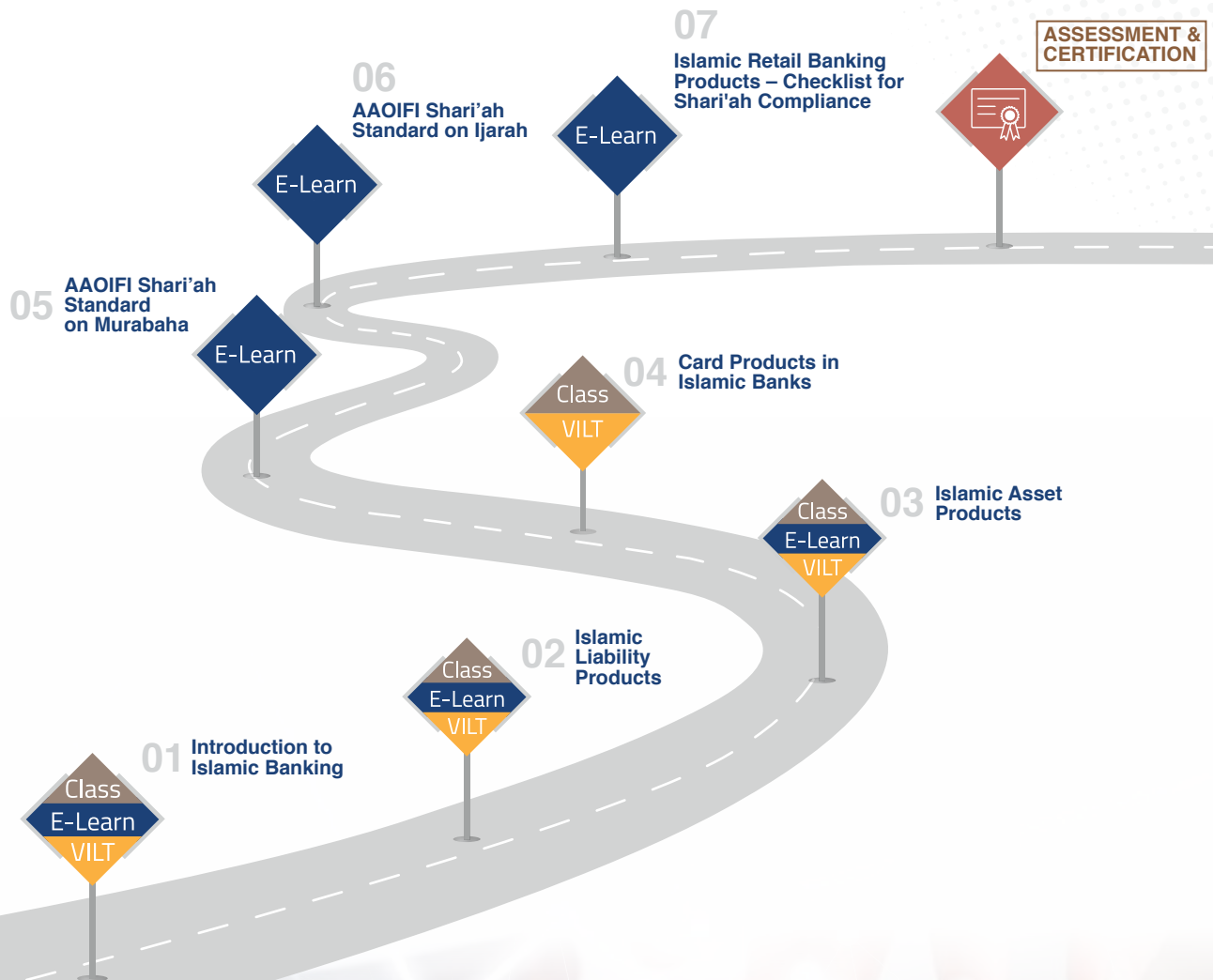
EIBFS has signed an MOU with Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) to provide training programs in full compliance with AAOIFI Standards as required by the UAE Central Bank appointed Higher Shari'ah Authority regulation. A certificate program called 'Certified Islamic Banker' has been launched by EIBFS in cooperation with AAOIFI to develop qualified personnel with deep and strong knowledge of Islamic banking products and operations as per the AAOIFI standards guidelines.



Micro-Learning & E-Learning Courses

1. AAOIFI Shari'ah standard on Murabahah.
2. AAOIFI Shari'ah standard on Ijarah.
3. AAOIFI Shari'ah standard on gold and its trading parameters in Shari'ah.
4. AAOIFI Shari'ah standard on sale of debt.
5. Shari'ah compliance guidelines for Islamic products and transactions.
6. Code of ethics for Islamic finance professionals (AAOIFI guidelines).
7. Letter of credit in Islamic bank.
8. Personal financing through commodity Murabaha.
9. Card products in Islamic banks.
10. Vehicle Murabahah.
11. Islamic banking investment products.

EIBFS INTERNATIONAL CERTIFICATION IN ISLAMIC RETAIL BANKING (EICIRB)



ISLAMIC BANKING

This Course is also available as E-learning | E-Learning Code: 6212

1 INTRODUCTION TO ISLAMIC BANKING

Pathway code: 7100
 course type Class/VILT
 course no: 1702

Foundation

1 DAY

New entrants as well as existing bank employees interested to equip themselves with the fundamental knowledge of Islamic banking and finance

PURPOSE
 The introductory course aims to familiarize the participants with the guiding principles of Islamic banking and finance and legal and Shari'ah framework within which the industry works. The participants shall analyze the evolution and performance of Islamic banking and finance industry in local and global context.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- Key guiding principles of Islamic banking and finance.
- Islamic Finance: Industry analysis; evolution, performance; new trends.
- Regulatory and Shari'ah framework for Islamic banking and finance institutions Islamic financing techniques as used in Islamic banks: Murabahah, Mudarabah; Musharakah; Ijarah, forward Ijarah, Salam, Tawarruq, Istisna'a, Wakalah, Kafalah etc.

Live Class Module Learning Outcomes:
 After the completion of this course, the learner should be able to understand:

- Key concepts of Islamic banking: General prohibitions and instructions.
- Islamic banking vs conventional banking: Main differences.
- Mechanism of fund collection and fund management in Islamic banks.
- Most common used Islamic financing techniques as used in Islamic banks product structure.

Date	Location
10 Feb	VILT
13 Mar	VILT
12 Apr	VILT
04 Sep	VILT
04 Oct	VILT
03 Nov	Dubai

This Course is also available as E-learning | E-Learning Code: 6073

2 CARD PRODUCTS IN ISLAMIC BANKS

Pathway code: 7103
 course type Class/VILT
 course no: 1722

Intermediate

1 DAY

Banks employee who need to be introduced to credit card operations, Islamic banking staff who are involved in card operations, sales all call center officers

PURPOSE
 The course aims to provide the participants an overview of structure, features and benefits of card products offered by Islamic banks. The participants shall learn the shari'ah viewpoints on card products and identify the techniques used in structuring different types of cards in Islamic banks.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- Card products in banks; Shari'ah viewpoint on credit products. (AAOIFI guidelines) .
- Types of card products in Islamic Bank- Debit Card, Charge Card; Prepaid Card; Credit Card, Covered Card.
- Underlying Shari'ah contracts for different types of cards in Islamic banks.
- Credit Card in conventional banks and Islamic banks - Key differences.
- Fee-based credit card: Structure, mechanism of fee calculation.
- Profit-based covered card: Structure; profit calculation mechanism.
- Key issues; Late payment charges, rewards, unethical transactions.

Date	Location
24 Apr	VILT
24 May	VILT
16 Oct	VILT
15 Nov	VILT

This Course is also available as E-learning | E-Learning Code: 6213

3 ISLAMIC ASSET PRODUCTS

Pathway code: 7102
 course type Class/VILT
 course no: 1713

Foundation

1 DAY

Bank officials working in asset side products and other domains in retail banking

PURPOSE
 This is a specialized program in the financial analysis domain which focuses solely on cash flow statement analysis. The learners would try to analyze cash flow statements to help them make their decisions.

LEARNING OBJECTIVES
 After the completion of this course, the learner should be able to understand:

- Islamic banking concept and suitable Shari'ah contracts to meet customer's financing needs.
- Types and structure of financing products in Islamic banks: vehicle finance; consumer finance, personal finance products.
- Home Finance products for ready and under-construction property - standard ijarah, & forward ijarah structures.
- Mechanism and types of card products in Islamic banks.
- Documentation, guarantees, risks and compliance issues.

Date	Location
10 Apr	VILT
10 May	VILT
02 Oct	VILT
01 Nov	VILT

ISLAMIC BANKING

This Course is also available as E-learning | E-Learning Code: 6214

4 ISLAMIC LIABILITY PRODUCTS

Pathway code:
7101

course type
Class/VILT

course no:
1714

Foundation

1 DAY



Bank officials working in asset side products and other domains in retail banking

PURPOSE

This is a focused course in the domain of Islamic liability products. It explains the different types of deposits in Islamic banks focusing on the financing techniques used in deposits structure and fund management.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic banking concept and appropriate deposit product to suit customer's needs.
- The key difference in Islamic banks' deposits viz a viz conventional bank Shari'ah contracts used for liability products in Islamic banks.
- Types of deposits and their structures in Islamic banks: Current account; saving deposit; investment deposits: based on Mudarabah; Wikalah & Murabahah.
- Process and mechanism of deposit management in Islamic banks.

Date	Location
27 Mar	VILT
26 Apr	VILT
18 Sep	VILT
18 Oct	VILT

5 ISLAMIC CORPORATE WORKING CAPITAL AND TRADE PRODUCTS

course type
Class/VILT

course no:
1715

Intermediate

2 DAY



Bankers in corporate banking, trade finance, SME, credit, risk departments in banks, relationship managers, analysts and others based on relevance

PURPOSE

The course aims to provide the participants with sound understanding of Islamic trade, working capital and corporate financing solutions. The participants shall identify the key products, principles, practical aspects, advantages, challenges and current development of Islamic trade and corporate finance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Key Shari'ah contracts used for Islamic structured trade finance products.
- Import and export financing products in Islamic banks; local and International trade solutions; Guarantees; Structured Solutions.
- Documentary Credits in Islamic banks: Islamic Letter of Credit (LCs) VS Conventional LCs.
- Working capital financing products: short term-long term solutions.
- Syndicated financing.
- Structured Products for project financing.
- Documentation, Default treatment and fraud prevention measures.

Prerequisite: Introduction to Islamic banking.

Date	Location
13 Jun	VILT
20 Nov	Dubai

6 ISLAMIC EQUITY & INVESTMENT PRODUCTS

course type
Class/VILT

course no:
1716

Intermediate

1 DAY



Officials in the area of investments broking, corporate banking, risk, wealth management, private banking and others based on relevance

PURPOSE

The course aims to familiarize the participants with the dynamics of Islamic capital markets and shari'ah framework of Islamic securities. The course highlights shari'ah parameters for equity-screening, Islamic equity-market indexes, Islamic investment funds and Islamic Takaful investment products.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Islamic Investment guidelines and characteristics of Islamic equity market
- Shari'ah guidelines for equity screening for investment and trading.
- Structure and types of Islamic investment funds; Equity funds, Real Estate Investment Trusts (I-REITs); Exchange Traded Fund (ETF).
- Takaful investment program.

Prerequisite: Introduction to Islamic banking.

Date	Location
05 Jun	VILT
18 Oct	Dubai

This Course is also available as E-learning | E-Learning Code: 6215

7 SUKUK

course type
Class/VILT

course no:
1717

Intermediate

1 DAY



Officials in the area of investments treasury, broking, corporate banking, risk, wealth management, private banking and others based on relevance

PURPOSE

The course helps participants learn the key concept of Sukuk, their evolution, features and role in current Islamic finance industry. The course focuses on highlighting different Sukuk structures and their uses in Islamic finance in contrasts with the conventional bonds. The participants shall comprehend different issues related to Sukuk and identify the criteria and principles in structuring Sukuk.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

E-Learning Module Learning Outcomes:

- Features, types, evolution, current market trends of Sukuk in Islamic finance industry
- An overview of the key Islamic Financing techniques used for Sukuk structuring.

Live Class Module Learning Outcomes:

- Key differences between conventional bond and Islamic Sukuk.
- Sukuk structuring and issuance processes, AAOIFI standards.
- Key Sukuk types, structures, innovation - case studies.
- Current trend, issues and challenges related to Sukuk: legal, credit, Shari'ah, trading issues.

Prerequisite: Introduction to Islamic banking.

Date	Location
19 Jun	VILT
03 Nov	Dubai

8 ISLAMIC DERIVATIVES & HEDGING PRODUCTS		course type Class/VILT	course no: 1718
Specialization		1 DAY	Officials in the area of investments broking, corporate banking, risk, wealth management, private banking and others based on relevance.
PURPOSE The course focuses on Islamic principles of hedging and gives an overview of hedging and derivative instruments used in Islamic finance. The learners shall appreciate risk-hedging mechanism, principles and structures used in Islamic finance today.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • Islamic concept of hedging financial risks; Shari'ah appreciation of conventional hedging and derivative products. • Techniques used to manage risk in Islamic finance in line with the core principles of Islamic finance. • Different types of Islamic hedging and derivative instruments such as Islamic Forex Forward, Islamic Forex Swap, Islamic Cross Currency Swap, Islamic Profit Rate Swap, Islamic Options etc. • Challenges faced in structuring Islamic hedging and derivative products. Prerequisite: Introduction to Islamic Banking.	
		Date 01 Jun	Location Sharjah
		Date 17 Oct	Location VILT
9 ISLAMIC FINTECH 101		course type Class/VILT	course no: 1826
Specialization		1 DAY	Bankers who want to explore and understand the global potential of fintech for islamic financial industry and want to explore innovations and to gain benefits from this promising field
PURPOSE Islamic Fintech is seen as driver, which can enable Islamic finance to attract more customers, increase efficiency, reduce costs, enhance innovation and help the industry achieve more regulatory and Shari'ah compliance. This course aims to highlight the relevance of rapidly emerging and growing Islamic Fintech industry and provide sound functional understanding of Islamic Fintech to offer Shari'ah-compliant business and financial solutions.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • Islamic banking and Finance concepts and use of FinTech in Islamic transactions • Kind of innovation which is undertaking the Islamic banking and financial landscape • Islamic banking product innovation- Use of Technology ; Fintech, Regtech, Shari'ah compliance. • Fintech application in Islamic finance: (use cases), and how they are transforming the market. Prerequisite: Introduction to Islamic Banking	
		Date 16 Jun	Location VILT
		Date 25 Oct	Location VILT
10 AAOIFI STANDARDS FOR ISLAMIC BANKING PRODUCTS AND TRANSACTIONS		course type Class/VILT	course no: 1721
Specialization		2 DAY	Bankers involved in products development, products policy and procedures writing, of new banking products and services, relationship officers and sales executives, involved in marketing of new products
PURPOSE This a specialized course on AAOIFI Shari'ah, accounting, governance and ethics Standards with special focus on Shari'ah Standards. The course has been tailored for professionals in Islamic banking and finance industry who need to gain a closer understanding of AAOIFI Shari'ah Standards for Islamic banking products and transactions.		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • The general framework of AAOIFI Standards on Shari'ah, accounting, governance and ethics. • Significance of the UAE Central Bank regulation to apply AAOIFI Standards for product structuring, process and offering in Islamic financial institutions. • Overview of the AAOIFI Shari'ah Standards for most used transactions. • The process of structuring and developing Islamic banking products as per AAOIFI guidelines. Requisites for financial engineering of the new Islamic banking products: Regulatory and Shari'ah compliance, marketing strategy, product launch, monitoring and review, Prerequisite: Introduction to Islamic Banking	
		Date 16 May	Location VILT
		Date 21 Sep	Location Sharjah
11 AAOIFI ACCOUNTING STANDARDS MASTERCLASS		course type Class/VILT	course no: 1719
Masterclass		2 DAY	Bank employee involved in the Credit, Accounting, Financial control Auditing functions of Islamic Banks, Audit firms professional and regulators who supervise and inspect islamic banks
PURPOSE The program aims to familiarize the participants with Islamic accounting principles and broad framework of accounting and financial reporting issues in Islamic financial institutions (IFIs). The participants shall identify the accounting objectives, reporting and disclosure requirements as well as Accounting Standards for IFIs developed by the Accounting & Auditing Organization for Islamic Financial Institutions (AAOIFI).		LEARNING OBJECTIVES After the completion of this course, the learner should be able to understand: <ul style="list-style-type: none"> • Financial reporting and accounting objectives and framework for Islamic financial institutions. • Need for financial reporting and accounting standards to cater for the unique features of an Islamic financial institution (IFI). • Limitations of International Financial Reporting Standards. • Role of AAOIFI and the objectives and concepts of financial reporting for Islamic banks. • AAOIFI Accounting Standards for Murabaha, Ijarah, Istisna'a, Mudarabah, Musharakah, and Investment Accounts. Prerequisite: Introduction to Islamic Banking.	
		Date 19 April	Location VILT
		Date 20 Jun	Location Dubai
		Date 07 Nov	Location VILT

ISLAMIC BANKING

12	RISK MANAGEMENT IN ISLAMIC BANKING MASTERCLASS	course type Class/VILT	course no: 1720								
Mastercalss		2 DAY									
PURPOSE <p>The course aims to provide comprehensive understanding of the Islamic perspectives on risks and its management. It familiarizes the participants with the types of risks involved in Islamic modes of financing and suggests ways to mitigate these risks. The participants shall develop a sound understanding of the risks facing Islamic banks and analyze the techniques and tools used for risk management by Islamic financial institutions.</p>		LEARNING OBJECTIVES <p>After the completion of this course, the learner should be able to understand:</p> <p>E-Learning Module Learning Outcomes:</p> <ul style="list-style-type: none"> • Key guiding principles of Islamic banking and finance. • An overview of the risks involved in Islamic Financing techniques as used in Islamic banks. • Islamic Financial Services Board (IFSB) guidelines on risk management for Islamic financial institutions. <p>Live Class Module Learning Outcomes:</p> <ul style="list-style-type: none"> • Risks exposure in Islamic banks: Credit risks, operational risks, market risks, investment return risks, liquidity risks. • Shari'ah-intrinsic risks, Shari'ah non-compliance risk and ways to mitigate such risk. • Credit and operational risk management in Islamic Banks. • Types of risks involved in Islamic modes of financing and ways to mitigate the risks. <p>Prerequisite: Introduction to Islamic Banking.</p>									
		<table border="1"> <thead> <tr> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>10 May</td> <td>Dubai</td> </tr> <tr> <td>11 Sep</td> <td>VILT</td> </tr> <tr> <td>30 Oct</td> <td>Sharjah</td> </tr> </tbody> </table>	Date	Location	10 May	Dubai	11 Sep	VILT	30 Oct	Sharjah	
Date	Location										
10 May	Dubai										
11 Sep	VILT										
30 Oct	Sharjah										

E-Learning & Micro-Learning

1	AAOIFI SHARI'AH STANDARD ON MURABAHAH	course type E-Learning	ELRN Code: 6222
Intermediate		Islamic bank staff who want to know about the AAOIFI guidelines on Murabahah	
COURSE OUTLINE <p>To familiarize the participants with the AAOIFI Standard on Murabahah.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Key points of AAOIFI Shari'ah standard on Murabahah. • Procedures prior to the contract of Murabahah. • Acquisition of title to, and possession of, the asset by the institution or its agent. • Conclusion of a Murabahah contract, Guarantees. 	
2	AAOIFI SHARI'AH STANDARD ON IJARAH	course type E-Learning	ELRN Code: 6221
Intermediate		Islamic bank staff who want to know about the AAOIFI guidelines on Ijarah	
COURSE OUTLINE <p>To familiarize the participants with the AAOIFI Standard on Ijarah Muntahia Bittamleek.</p>		LEARNING OUTCOME <ul style="list-style-type: none"> • Key points of AAOIFI Shari'ah Standard on Ijarah. • Acquisition of the asset to be leased, or its usufruct, by the institution. • Concluding an Ijarah contract and the forms of Ijarah. • Guarantees and treatment of Ijarah receivables. • Transfer of the ownership in the leased property in Ijarah Muntahia Bittamleek. 	
3	AAOIFI SHARI'AH STANDARD ON GOLD AND ITS TRADING PARAMETERS IN SHARI'AH	course type E-Learning	ELRN Code: 6283
Intermediate		Islamic bank staff who want to know about the AAOIFI guidelines on Gold Trading	
COURSE OUTLINE <p>To familiarize the participants with the AAOIFI Standards on gold trading and dealing in gold as a banking product.</p>		LEARNING OUTCOME: <ul style="list-style-type: none"> • Gold and its Shari'ah characterization. • Shari'ah rulings for trading in gold (Spot and Deferred). • Zakat of Gold. • General Shari'ah rulings and applications. 	

4 AAOIFI SHARI'AH STANDARD ON SALE OF DEBT

course type
E-Learning

ELRN Code:
6284

Intermediate 



Islamic bank staff who want to know about the AAOIFI Intermediate guidelines on 'Sale of Debt'.

COURSE OUTLINE

To familiarize the participants about the AAOIFI Standards on 'Sale of Debt'.

LEARNING OUTCOME

- Definition and types of debt.
- Sale of debt to creditor.
- Sale of debt to third party.
- Current application of sale of debt in Islamic finance.

5 SHARI'AH COMPLIANCE GUIDELINES FOR ISLAMIC PRODUCTS AND TRANSACTIONS

course type
E-Learning

ELRN Code:
6285

Intermediate 



Islamic banks' staff who want to learn the guidelines for Shari'ah compliance framework for Islamic products and transactions.

COURSE OUTLINE

To train the participants in Shari'ah compliance procedure to develop proper Shari'ah compliance framework Islamic bank products and transactions.

LEARNING OUTCOME

- Shariah audit methodology.
- Documentation, procedure, and implementation.
- Product wise audit guidelines- Murabahah.
- Product wise audit guidelines- Ijarah.

6 CODE OF ETHICS FOR ISLAMIC FINANCE PROFESSIONALS (AAOIFI GUIDELINES)

course type
E-Learning

ELRN Code:
6286

Intermediate 



Islamic banking and finance professionals working in Shari'ah, accounting, marketing, sales, functions of the Islamic financial institutions.

COURSE OUTLINE

To familiarize the participants with the latest Code of Ethics for Islamic Finance Professionals of AAOIFI to mitigate the Shari'ah non-compliance and reputational risks in IFIs such as banks, takaful companies, Islamic finance companies, etc.

LEARNING OUTCOME

- Conceptual framework.
- AAOIFI ethics protocols.
- Illustrative violations.
- Illustrative ideals.

7 LETTER OF CREDIT IN ISLAMIC BANK

course type
E-Learning

ELRN Code:
6287

Intermediate 



Bankers in corporate banking, trade finance, SME, credit, risk departments in Islamic banks

COURSE OUTLINE

To provide the participants with sound understanding of mechanism and working of letter of credit in Islamic banks.

LEARNING OUTCOME

- Features of trade finance in Islamic banks.
- Techniques used for structuring letter of credit in Islamic banks.
- Understanding letter of credit process in Islamic banks.
- Documentation, risk, compliance.

8 PERSONAL FINANCING THROUGH COMMODITY MURABAHA

course type
E-Learning

ELRN Code:
6288

Intermediate 



Bank officials working in asset side products and other retail domains in retail and corporate banking.

COURSE OUTLINE

To provide the participants the details about use of Commodity Murabaha structure for personal finance products in Islamic banks.

LEARNING OUTCOME:

- Nature of cash financing product in Islamic banks
- Key features of Commodity Murabaha structure
- Process of cash financing through Commodity Murabahah
- Key documentation, platform used for the trading

E-Learning & Micro-Learning

9 CARD PRODUCTS IN ISLAMIC BANKS

course type
E-Learning

ELRN Code:
6289

Intermediate 



Banks employees who need to be introduced to Islamic credit card operations.

COURSE OUTLINE

To provide the participants an overview of structure, features and types of card products offered by Islamic banks.

LEARNING OUTCOME

- Key features of cards offered by Islamic banks.
- Structure and working of credit card in Islamic banks.
- Structure and advantage of covered cards in Islamic banks.
- Documentation, process, Shari'ah compliance issues.

10 VEHICLE MURABAHAH

course type
E-Learning

ELRN Code:
6290

Intermediate 



Bank officials working in asset side products and other domains in retail banking.

COURSE OUTLINE

To introduce the learners about the Murabaha vehicle financing technique in Islamic banks.

LEARNING OUTCOME

- The key features of vehicle financing product in Islamic banks.
- The process and steps of vehicle financing product structure in Islamic banks.
- Roles of different parties in the financing process.
- Documentation, risks involved and risk mitigating tools.

11 ISLAMIC BANKING INVESTMENT PRODUCTS

course type
E-Learning

ELRN Code:
6117

Intermediate 



IBanks employees who need to be introduced to Islamic credit card operations.

COURSE OUTLINE

The course focuses on the Islamic banking investment principles and related Islamic banking techniques and products. The participants will get a working knowledge about the Islamic banking investments structures and supported contract used in the same.

LEARNING OUTCOME

- Types of Deposits in Islamic Banks.
- Deposits in Islamic Banks.
- Investment Product of Saving Accounts.
- Investments Accounts Products based on Wikalah Structure.
- Investments Accounts Products based on Murabaha Structure.
- Fund Management in Islamic Banking.

eibfs

معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



12

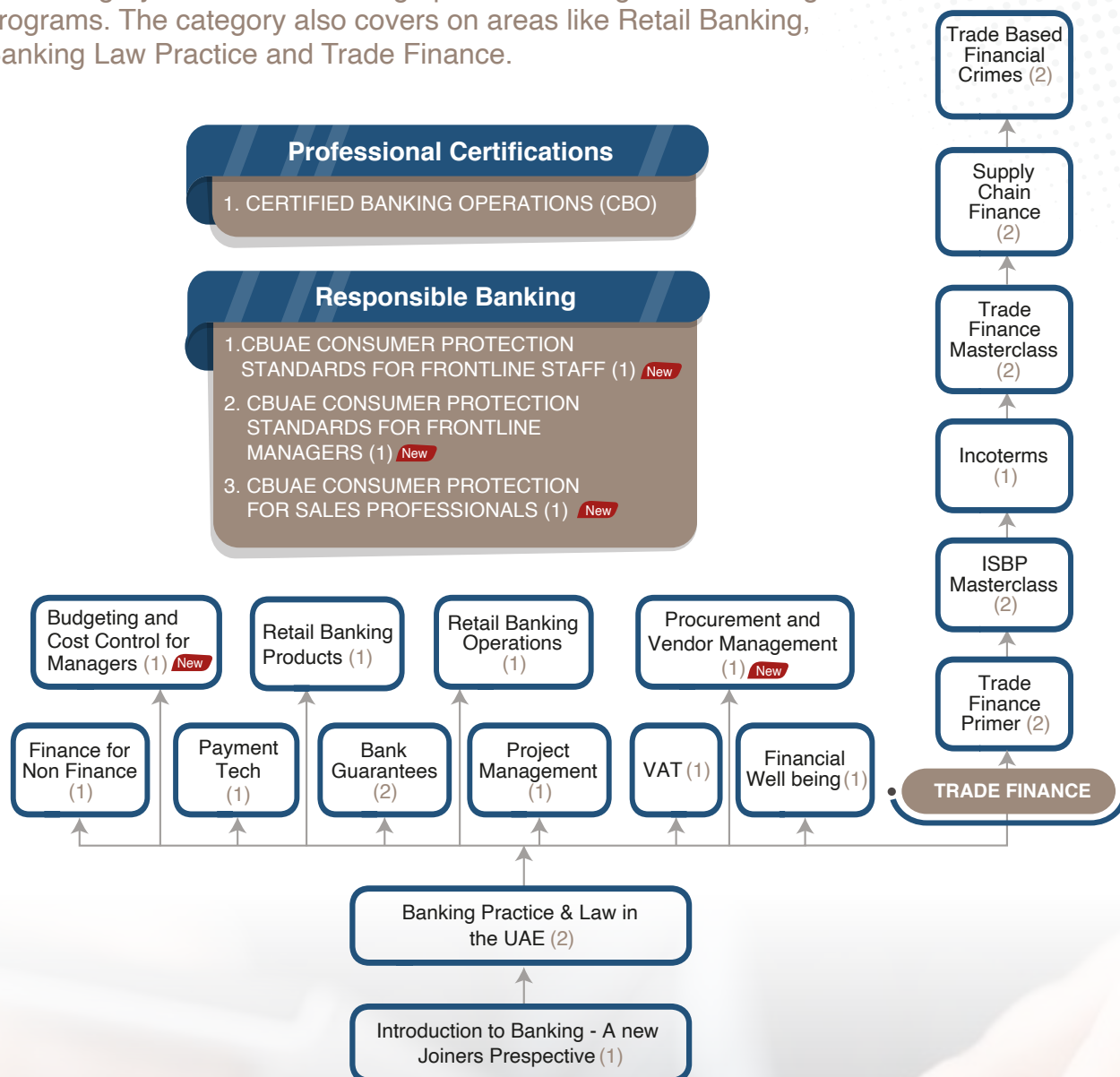
**RETAIL,
OPERATIONS &
TRADE FINANCE**

eibfs

RETAIL, OPERATIONS & TRADE FINANCE

HOW TO APPROACH THIS CATEGORY

This category focuses on banking operations and general banking programs. The category also covers on areas like Retail Banking, Banking Law Practice and Trade Finance.



Micro-Learning & E-Learning Courses

1. Documentary Collections.

2. Trade Finance Documents Examination.



Learning Bundles

Retail, Operations & Trade Finance Bundles

Retail Banking Foundations

1. Retail Banking Products.
2. Retail Banking Operations.
3. Banking Practice & Law in the UAE.

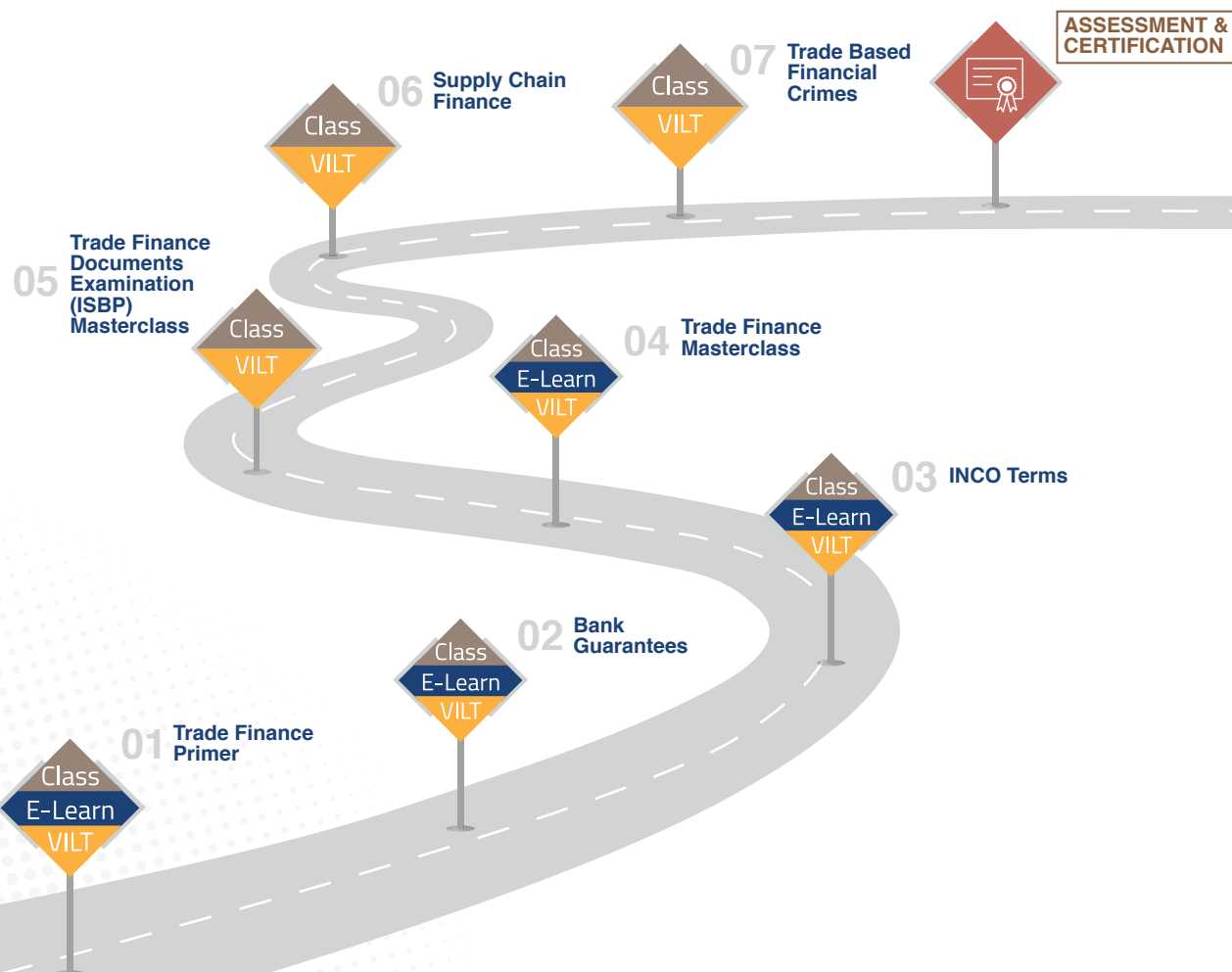
Finance

1. Finance for Non-Finance.
2. Budgeting and Cost Control for Managers.
3. Procurement and Vendor Management.
4. VAT (Value Added Tax).

Consumer Protection Standards

1. CBUAE Consumer Protection standards for Frontline Staff.
2. CBUAE Consumer Protection standards for Frontline Managers.
3. CBUAE Consumer Protection for sales.
4. Root Cause Analysis and Complaint Management.

EIBFS INTERNATIONAL CERTIFICATION IN TRADE FINANCE (EICTF)



RETAIL, OPERATIONS & TRADE FINANCE

1 INTRODUCTION TO BANKING: A NEW JOINERS PERSPECTIVE

course type
Class/VILT

course no:
1123

Foundation

1 DAY

A Program for new joiners

PURPOSE

The purpose of this program is to inform new joiners outline of what banks can do and cannot do and how bankers are trusted intermediaries

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is a Bank? Definition of Banking.
- Important Banking Regulations/Supervision of Banks.
- Classic banking activities/What banks cannot do.
- Risks in banking.
- Fiduciary role of bankers.

Date	Location
02 Feb	VILT
23 Feb	VILT
23 Mar	Sharjah
13 Sep	VILT
18 Oct	VILT

2 BANKING PRACTICE AND LAW IN THE UAE

course type
Class/VILT

course no:
1102

Foundation

2 DAY

Banking officials work in retail, corporate, trade finance and general banking operation. Compliance and Internal Audit managers and anyone new to UAE Banking industry

PURPOSE

This course will help the participants to learn the banking practices followed in UAE and become updated about regulatory changes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Structure of UAE banking industry.
- Regulatory framework and role of Central Bank.
- Laws relating to banking regulations in UAE.
- Regulation of credit and contracts law.
- Negotiable instruments laws.
- Discussion of some of the land mark legal cases in UAE.
- International practices and code of banking practice.
- Dispute resolution.
- Cyber law.

Date	Location
16 Mar	Dubai
16 May	VILT
01 Jun	Sharjah
06 Jul	VILT
22 Aug	VILT
25 Oct	AbuDhabi
16 Nov	Dubai

3 FINANCIAL PLANNING

Pathway code:
7071

course type
Class/VILT

course no:
1107

Intermediate

1 DAY

Open to all based requirements

PURPOSE

This program aims to give insights about various aspects of personal finance to the learners. The course would discuss how one can effectively plan their finances, achieve financial goals and handle debt carefully.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the importance of financial planning.
- Learn to quantify their various financial goals like retirement etc.
- Prepare a basic personal financial plan.
- Discuss how to handle debt carefully to avoid debt traps.

Date	Location
27 Mar	VILT
28 Apr	VILT
19 Sep	VILT
18 Oct	VILT

4 PAYMENT TECH

course type
Class/VILT

course no:
1120

Intermediate

1 DAY

Officials from Card Operations, Retail Banking and Operational Risk and Internal Audit

PURPOSE

This course covers all operational areas of Card Operations. The course examines the critical success factors including security aspects of the card payment industry.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Card issuer operations-third party providers.
- Acquirer operations.
- Card schemes.
- Scheme interfaces.
- Acceptance, chargebacks and disputes.
- Frauds and risk management.
- Certifications-EMV & PCI-DSS.
- Product enhancements.
- Loyalty and rewards.

Date	Location
24 Apr	VILT
22 May	VILT
16 Nov	VILT
07 Dec	VILT

RETAIL, OPERATIONS & TRADE FINANCE

This Course is also available as E-learning E-Learning Code: 6007

5 BANK GUARANTEES

Pathway code:
7081

course type
Class/VILT

course no:
1101

Intermediate

2 DAY



Personnel of Trade Finance and all credit departments. Also relevant for Internal Auditors, Risk Personnel and Branch Managers

PURPOSE

This is a practical course to understand bank guarantees and standby letters of credit. The course will cover the key dimensions of bank guarantees and the legal frameworks.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Bank guarantees overview (accessory/ non-accessory, direct/ indirect).
- Main types of guarantees.
 - The law related to bank guarantees – UAE CTL.
- Main issues from practical point of view: wording, claims, extend or pay claims.
- Examination of presentations.
 - Types of agreements under bank guarantee transaction.
- Clauses and format of bank guarantee.
 - The main features of the revision URDG 758.
- Advising of guarantees, amendments.
 - Liability of the Guarantor.
- Uniform rules for demand guarantee (URDG 458).
 - Standby letters of credit under ISP98.

Date	Location
07 Mar	VILT
30 Mar	VILT
12 Sep	VILT
28 Sep	VILT

6 VALUE ADDED TAX

course type
Class/VILT

course no:
1121

Intermediate

1 DAY



Bankers across functional domains looking for awareness about VAT

PURPOSE

This 1-day program introduces the key highlights of UAE Value Added Tax. The participants can understand the salient features of the law and clarify their doubts through this program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how VAT works.
- Analyze key highlights of UAE VAT regulations.
- Understand the impact on banking and financial sectors.

Date	Location
29 Mar	VILT
23 May	AbuDhabi
06 Sep	VILT

7 PROJECT MANAGEMENT

course type
Class/VILT

course no:
1617

Specialization

2 DAY



Managers, Business Analysts, Project teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discussing key definitions, concepts, terminology, and roles.
- Identifying the project work by creating the work breakdown structure (WBS).
- Project work estimation – time and cost.
- Work assignments and determining resources required for project completion.
- Assigning ownership to tasks.
- Budget creation.
 - PMI guidelines.

Date	Location
20 Feb	VILT
22 Mar	VILT
08 May	Dubai
08 Jun	VILT
21 Sep	Sharjah
17 Oct	AbuDhabi
16 Nov	VILT

This Course is also available as E-learning E-Learning Code: 6201

8 TRADE FINANCE PRIMER

Pathway code:
7021 / 7080

course type
Class/VILT

course no:
1111

Intermediate

2 DAY



Corporate Bankers, Credit Analysts RMs and other Banking Professionals who have not attended a formal course in Trade Finance

PURPOSE

This program introduces the learners to the fundamental principles of Trade finance. A strong emphasis is placed on understanding the key elements of customer trade cycle analysis.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of Trade Finance.
- Commercial Contracts and the use of Inco terms.
- Commercial Documents.
- Methodology's of Payment (open trade, advance payment, collection, LC's , BOP).
- Understanding Payment Risk – The Risk Ladder.
- Documentary Credits.
- Understanding Documentary Credit Process.
- Responsibilities of Correspondent Banks in Trade.

Date	Location
02 Mar	VILT
27 Mar	VILT
05 Sep	VILT
20 Sep	VILT

9 RETAIL BANKING OPERATIONS

course type
Class/VILT

course no:
1125

Intermediate

1 DAY



Tellers, Customer Service Officers, Relationship officers, Operations executives and all staff from the retail banking domain.

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employee knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Cheques Operations.
- Fund Transfer & Remittances – EFT & SWIFT.
- Card Operations.
- KYC & Due Diligence.
- The future of banking operations – Digital Disruptions.
- Clearing Operations.
- Opening and closing of an account.
- Customer Service & TAT.

Date	Location
14 Feb	VILT
17 Apr	VILT
22 May	Dubai
21 Jun	VILT
25 Aug	VILT
03 Nov	AbuDhabi
30 Nov	VILT

10 TRADE FINANCE DOCUMENTS EXAMINATION (ISBP) MASTERCLASS

Pathway code:
7084

course type
Class/VILT

course no:
1113

Masterclass

2 DAY



Trade Finance, Documentary Credit, Audit Senior staff who should be familiar with UCP 600

PURPOSE

This course will help the learners understand how the practices articulated in UCP 600 are applied by documentary practitioners. It will help to determine compliance of documents with the terms of letters of credit and the impact of modification or exclusions of provisions of UCP 600 on International Standard Banking Practice.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Preliminary considerations.
- General principles
- Ocean / marine bills of lading (covering port-to port shipments).
- Multimodal transport documents.
- Air transport documents.
- Insurance documents.
- The application and issuance of the credit.
- Invoices.
- Charter party bill of lading.
- Air transport documents.
- Road, rail or inland waterway transport documents.
- Certificate of origin.

Prerequisite: Trade Finance Primer.

Date	Location
28 Mar	VILT
26 Apr	VILT
03 Oct	VILT
23 Oct	VILT

This Course is also available as E-learning **E-Learning Code: 6014**

11 INCOTERMS

Pathway code:
7082

course type
Class/VILT

course no:
1122

Specialization

1 DAY



Officials from Card Operations Retail Banking and Operational Risk

PURPOSE

Retail banking is the visible face of banking to the general public. It is very important that each employee knows the science behind the operations aspects to provide better customer experience. This will help to improve the operational efficiency in handling the product and services by the retail banking staff.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview of Incoterms.
- Description of Incoterms.
- Linking transactions to Incoterms.
- How to choose the right Incoterms.

Date	Location
14 Mar	VILT
13 Apr	VILT
19 Sep	VILT
02 Oct	VILT

This Course is also available as E-learning **E-Learning Code: 6202**

12 TRADE FINANCE - MASTERCLASS

Pathway code:
7083

course type
Class/VILT

course no:
1124

Masterclass

2 DAY



All officers who have attended Trade Finance Basic course or Officers with at least 3 years of experience in Trade or Credit Departments in Banks

PURPOSE

This advanced program will provide delegates who are already familiar with or are working in a trade finance environment, an insight into the more complex trade finance techniques that are becoming more common.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify the roles of banks involved in documentary credit transactions.
- Define the different structures of documentary credit types.
- Differentiate the methods of payment under documentary credits.
- Identify the effectiveness of amendments on related parties.
- Structure bank to bank reimbursement according to URR 725.

Prerequisite: Trade Finance Primer.

Date	Location
23 Mar	VILT
19 Apr	VILT
25 Sep	VILT
12 Oct	VILT

RETAIL, OPERATIONS & TRADE FINANCE

This Course is also available as E-learning | E-Learning Code: 6204

13 SUPPLY CHAIN FINANCE

Pathway code:
7085

course type
Class/VILT

course no:
1239

Specialization

2 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Supply Chain Finance (SCF) is the use of financing and risk mitigation practices and techniques to optimize the management of the working capital and liquidity invested in supply chain processes and transactions. It is a technique used by banks and other financial institutions to mitigate risks for suppliers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify elements of SCF.
- Differentiate SCF products and using them.
- Mitigate risks related to Supply Chain Finance.
- Explore the role of blockchain and distributed ledger technology into Supply Chain Finance.

Date	Location
30 Mar	VILT
27 Apr	VILT
10 Oct	VILT
30 Oct	VILT

14 TRADE BASED FINANCIAL CRIMES

Pathway code:
7086

course type
Class/VILT

course no:
1130

Specialization

2 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Financial crimes pose serious threat to the Banking system and the economies. Using trade and banking channels is one of the major tools used for large scale financial crimes. This course looks at financial crimes with a specific focus on trade channels.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Define financial Crime.
- Define trade based KYC and CDD.
- Differentiate trade based financial crimes types.
- Identify trade based ML/TF red flags.
- Analyze trade transactions for sanctions.
- Demonstrate commercial fraud and collusion.

Date	Location
10 Apr	VILT
08 May	VILT
08 Jun	Dubai
03 Jul	Sharjah
17 Oct	VILT
06 Nov	VILT

15 FINANCE FOR NON-FINANCE

course type
Class/VILT

course no:
1126

Intermediate

1 DAY



Participants from relevant banking departments

COURSE OVERVIEW

Finance is an important aspect that every individual should be aware of to make an impact or contribution in decision making. Ability to interpret, analyze financial inputs can help to communicate better with firms' financial managers and support in acquisition and building a sustainable client relationship for the banks.

PURPOSE

This course will enable participants to raise financial awareness and help in using the information for better communicating the key financial principles and its applications in real world and in decision making.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Assess companies' performance using key analysis techniques.
- Budgeting process and cost concepts.
- Application of time value concept and evaluating investments.
- Understanding working capital management.
- Business financing and investment decisions.

Date	Location
07 Feb	VILT
19 Jun	Dubai
24 Aug	VILT

14 CBUAE CONSUMER PROTECTION STANDARDS FOR FRONTLINE MANAGERS

Pathway code:
7140

course type
Class/VILT

course no:
1013

Specialization

1 DAY



Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Managers / Branch Managers etc.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Scope & Significance of Consumer Protection Standards.
- Disclosure and Transparency requirements as per CPS.
- Responsible Market & Business Conduct .
- Protection of Consumer Data and Assets.
- Complaint Management and Resolution.
- Consumer Education and Financial Inclusion.
- Fair and Equal Treatment of Consumers.
- Responsible Financing Practice.
- Institutional Oversight and Governance.

Date	Location
03 Mar	VILT
15 May	Sharjah
23 Jun	VILT
25 Aug	VILT
06 Oct	Dubai
05 Dec	VILT

15
CBUAE CONSUMER PROTECTION FOR SALES

course type
Class/VILT

course no:
1014

Specialization

1 DAY

Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Sales personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you?
- The three stages of information, Communication, and disclosure.
- Responsibilities in Sales solicitation, Pricing, Advertising and Promotional Activities.
- Cooling-off period, Consumer Mobility, Consumer Consent.
- Bundling of Products, Dealing with authorised agents.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Consumer assessment & Affordability, Fees & Commissions.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Date	Location
13 Feb	VILT
13 Mar	VILT
21 Apr	VILT
16 Jun	AbuDhabi
15 Sep	VILT
17 Nov	Sharjah

16
CBUAE CONSUMER PROTECTION STANDARDS FOR FRONTLINE STAFF

Pathway code:
7140

course type
Class/VILT

course no:
1012

Specialization

1 DAY

Participants from Corporate Banking, Trade Finance and Relationship Managers

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 2020- 8). This principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline operations personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you?
- The three stages of information, Communication and disclosure.
- Best Interest of Customer, Consumer Consent, Cooling-off period.
- Consumer Mobility, Service Interruptions, Errors or Omissions, Unauthorised Transactions.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Date	Location
09 Mar	VILT
13 Apr	VILT
16 May	Dubai
22 Aug	VILT
19 Sep	VILT
19 Oct	Sharjah
21 Nov	AbuDhabi

17
PROCUREMENT AND VENDOR MANAGEMENT

course type
Class/VILT

course no:
1132

Specialization

1 DAY

Managers from business and support functions and procurement teams

PURPOSE

Strategic procurement and vendor management has become extremely important for organizations. Managers from business and support functions must liaise with the procurement teams to meet their various business needs. This course will thus enable effective collaboration between the various departments and procurement teams.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Evaluate vendor profiles for fit with organizational needs and direction.
- Practice vendor integration techniques to support strategic purchasing objectives.
- Manage vendor performance to ensure continuous improvement of offerings.
- Apply negotiation strategies for effective procurement.
- Vendor risk management.

Date	Location
29 May	VILT
29 Jun	VILT
25 Sep	Dubai
23 Nov	VILT

RETAIL, OPERATIONS & TRADE FINANCE

18 BUDGETING AND COST CONTROL FOR MANAGERS

course type
Class/VILT

course no:
1131

Intermediate

1 DAY



Managers from business and support units

PURPOSE

Focus on the bottom line is a competency expected of every successful manager. Effective budgeting and cost control techniques can help you retain the focus on the bottom line even in a highly challenging business environment. In this training, the learners will understand the most widely used budgeting techniques for planning, monitoring, and controlling costs.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Defend the importance of linking an organization's budget with its strategic plan.
- Demonstrate how the budget relates to the key financial statements: balance sheet, income statement, and cash flow.
- Prepare the key elements of an operating and capital budget and evaluate the different budgeting approaches used.
- Apply cost control tools, analyze management variance reports and take proper corrective action.
- Utilize cost-volume-profit analysis in making budgeting decisions

Date	Location
17 May	VILT
30 Jun	VILT
12 Oct	Sharjah

19 RETAIL BANKING PRODUCTS

course type
Class/VILT

course no:
1126

Intermediate

1 DAY



Tellers, Customer Service Officers, Relationship Officers and all new joiners in the retail banking domain

PURPOSE

Retail Banking is one of the major contributing segment in the bank in terms of employees and earnings. This course will help the learners understand various products and services under the retail banking segment.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- History of Retail Banking in UAE.
 - » Retail deposit products.
 - » Fixed deposits and recurring deposits.
 - » Retail loan products.
 - » Personal loan and salary overdraft.
 - » Credits cards - billing cycle, POS machine.
 - » Term loan and overdraft.
 - Impact of technology in retail banking
- » Current account & savings accounts.
- » Call deposits and foreign currency deposits.
- » Auto loan and mortgage loan.
- » Etihad credit bureau.

Date	Location
20 Feb	VILT
21 Mar	VILT
19 Jun	Sharjah
22 Sep	VILT

E-Learning & Micro-Learning

1 DOCUMENTARY COLLECTIONS

course type
E-Learning

ELRN Code:
6260

Intermediate



Trade finance staff, trade audit, trade compliance staff.

COURSE OUTLINE

As the use of documentary collections is increasing; this program is focusing on URC; the international rules for collections. Guiding trade finance staff in considering those rules in their trade transactions.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Identify documentary collections and their parties.
- Develop a collection instructions schedule and its terms.
- Differentiate the alternative types of collections.

2 TRADE FINANCE DOCUMENTS EXAMINATION

course type
E-Learning

ELRN Code:
6261

Intermediate



Trade Finance professionals with good knowledge of trade finance international rules, trade audit officers and trade compliance officers.

COURSE OUTLINE

The ICC introduced ISBP to guide trade finance professionals on the standards needed for the examination of the documents. This program aims at focusing on how the ISBP standards should be considered in the documents examination stage.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand how practices articulated in UCP 600.
- Determine compliance of documents with terms and conditions of letters of credit.
- Understand the impact of amendments, modifications or exclusions on ISBP.

eibfs

معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



13

**PERSONAL
DEVELOPMENT
& LEADERSHIP
SKILLS**

eibfs

PERSONAL DEVELOPMENT & LEADERSHIP SKILLS

HOW TO APPROACH THIS CATEGORY

HUMAN CAPITAL

This category focuses on contemporary programs in various domain areas of human resources management.

MANAGEMENT & LEADERSHIP SKILLS

The courses in this category are aimed at developing promising Managers and Leaders who can lead the business in a highly disruptive business environment.

PERSONAL DEVELOPMENT

The offerings in this category covers key skills for a successful corporate professional in a highly disruptive world.

PERSONAL DEVELOPMENT

1. Stress Management (1)
2. Giving Effective Feedback (1)
3. Personal Branding (1)
4. Managing Change & Uncertainty (1)
5. Work Life Balance (1)
6. Diversity, Equality & Inclusion (1)
7. Managing Multiple Tasks, Priorities & Deadlines (1)
8. Getting Most out of your 24 Hours (1)
9. Introduction to Neuro Linguistic Program (1)
10. Basic Arabic Communication for Non Native Speakers (2)
11. Professional Email Correspondence (1)
12. Mindfulness 101 (1)
13. Art of Networking (1)
14. Campus to Corporate (1)
15. Learning to Learn 101
16. Creating Engaging Presentations (Flipped)
17. Influence Without Authority (1) **New**
18. Creative Thinking and Problem Solving (1) **New**
19. Team Work and Collaboration (1) **New**
20. Treating People of Determination with Sensitivity (1) **New**

MANAGEMENT SKILLS

1. Aspiring Manager Program (2)
2. New Manager's Program (2)
3. Coaching Skills for Managers (1)
4. Project Management (2)
5. Performance Management & Appraisals (2)
6. Leading Remote Teams (1) **New**

HUMAN CAPITAL

1. Learning needs Analysis (1)
2. Train the Trainer (2)
3. Talent Acquisition & Succession Planning (2)
4. Balance Score Card (1)
5. HR Analytics (1) **New**

LEADERSHIP

1. Building & Leading High Performance Team (1)
2. Leading with Emotional Intelligence (2)
3. Intrapreneurship (1)
4. Design Thinking Essentials (1)
5. Leadership Fundamentals (1)
6. Leadership Communications (1)



Micro-Learning & E-Learning Courses

1. Business etiquette.
2. Getting most out of your 24 hours.
3. Managing stress at workplace.
4. Managing multiple task, priorities & deadlines.
5. Coaching skills for managers.
6. Personal branding.
7. Work life balance.
8. Working from home tips & tricks.
9. Staying positive during disruptive times.
10. Overcoming procrastination.
11. English punctuation.
12. Creating goodwill with emails.
13. Introduction to mindfulness.
14. The happy life.
15. Productive presentations.

Learning Bundles

Personal Development and Leadership Skills Bundles

Wellbeing

1. Stress Management.
2. Work Life Balance.
3. Getting Most out of your 24 Hours.
4. Mindfulness.
5. Financial Wellbeing.

Personal Productivity

1. Getting Most out of your 24 Hours.
2. Managing Multiple Tasks, Priorities & Deadlines.
3. Introduction to Neuro Linguistic Program.

Ways of Thinking

1. Design Thinking Essentials.
2. Creative Thinking and Problem Solving.
3. Entrepreneurship.

Effective Managers Tool Kit

1. Personal Branding.
2. Coaching Skills for Managers.
3. Managing Multiple Tasks, Priorities & Deadlines.
4. Performance Management & Appraisals.
5. Budgeting and Cost Control.
6. Data Story Telling and Decision Making.

MANAGEMENT SKILLS

This Course is also available as E-learning **E-Learning Code: 6001**

1 COACHING SKILLS FOR MANAGERS

course type
Class/VILT

course no:
1641

Intermediate

1 DAY



Managers, Team leaders

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Coaching models.
- Structure coaching sessions that flow.
- Hold attention on what is most important to your client.
- Listen for transformation, helping people break through old patterns and habits.
- Support inspirational action plans and accountability structures.

Date	Location
14 Apr	VILT
23 May	VILT
29 Jun	Sharjah
01 Nov	AbuDhabi

2 ASPIRING MANAGER PROGRAM

course type
Class/VILT

course no:
1638

Foundation

2 DAY



For people who are likely to move to Manager roles

PURPOSE

Coaching and mentoring skills are essential in motivating staff, raising their engagement levels and eliminating the fear that prevents them from taking actions. This course will also assist the staff in improving their performance by taking more ownership, meeting their stated goals and developing personal development skills that will encourage them to take action beyond their comfort zone.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Get the feel of managing teams.
- Develop a grounding in basics of management.
- Understand key skills required for a manager.
- Transition to managing roles.

Date	Location
18 May	VILT
19 Jun	VILT
11 Sep	VILT
09 Nov	Sharjah

3 NEW MANAGER PROGRAM

course type
Class/VILT

course no:
1637

Intermediate

2 DAY

For First Time Managers

PURPOSE

Not many people get the chance to manage teams. People who get the opportunity need to learn how to prepare themselves to be an effective manager. It needs many skills, changes in your thought process and styles to prepare yourself to be a successful manager.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The career pathway: Member- Manager- Leader.
- Common pitfalls of a first-time manager.
- Facilitate meetings and discussions.
- Communicate effectively to the team.
- Effective delegation.
- Motivate the team.
- Appraising performance
- Taking control as a manager.
- Make an impact.

Date	Location
16 Feb	VILT
13 Jun	VILT
06 Jul	Dubai
23 Aug	VILT
16 Oct	VILT

4 PROJECT MANAGEMENT

course type
Class/VILT

course no:
1617

Intermediate

2 DAY

Managers, Business Analysts, Project Teams

PURPOSE

As the business world grows more competitive, organizations find it necessary to take on an increasing number of projects. Unfortunately, these same organizations often don't have skilled project managers to handle the work. In this program, participants will learn and practice the critical tools and techniques that have been proven necessary for project management success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Discussing key definitions, concepts, terminology, and roles.
- Identifying the project work by creating the work breakdown structure (WBS).
- Project work estimation – time and cost.
- Work assignments and determining resources required for project completion.
- Assigning ownership to tasks.
- Budget creation.
- PMI guidelines.

Date	Location
20 Feb	VILT
22 Mar	VILT
08 May	Dubai
08 Jun	VILT
21 Sep	Sharjah
17 Oct	AbuDhabi
16 Nov	VILT

HUMAN CAPITAL

1 LEARNING NEEDS ANALYSIS

course type
Class/VILT

course no:
1616

Intermediate

1 DAY

HR and L&D professionals

PURPOSE

This program is for professionals who want to gain an understanding of conducting a needs assessment for training, organizational development, and other organizational projects involving people and processes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Types of need analysis.
- Assess knowledge, skills and competencies.
- Plan, design LNA.
- Learning need analysis process.
- Understanding the cost benefit implications.

Date	Location
15 May	VILT
18 Sep	VILT

2 TALENT ACQUISITION & SUCCESSION PLANNING

course type
Class/VILT

course no:
1624

Specialization

1 DAY

HR Professionals in Recruitment, Talent management

PURPOSE

An organization's success is driven by the quality of the talent working with it. It is very vital to acquire the right talent, retain them and plan for succession. This course is targeted at HR professionals working in areas like talent planning, recruitment etc.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify the importance of talent acquisition and linking it.
- To Organizational objectives.
- Develop a talent acquisition strategy.
- Discuss the importance of strong brands in attracting talent.
- Succession planning strategies.

Date	Location
28 Apr	VILT
16 Oct	VILT

HUMAN CAPITAL

3 TRAIN THE TRAINER

course type
Class/VILT

course no:
1645

Specialization



Everyone with a passion to teach

PURPOSE

The Train the Trainer program help to identify the characteristics and the roles of an effective trainer. The learners understand the needs of research analysis prior to the training, exploring the adult learning theory. There will be a focus on understanding the importance and types of learner engagement and focus on developing the skills of adult class management and handling challenging participants and environments. The programme will provide a depth of personal insight and will enhance your ability to confidently deliver a training course that fully involves and engages the learners.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To design and deliver a training course targeted for adult learners.
- To manage the learner and the classroom virtual / in person environment.
- To introduce the theory of learning styles (for example, Kolb and 4MAT), while.
- Preparing an effective and clear course structure.
- To improve communication and presentation skills by applying the ADDIE methodology.
- To learn the fundamentals of Learning Space Design.
- To deliver the training by using training activities for different learning needs.
- Engaging with different types of learners. To apply innovative methods in your training designs and facilitation to accelerate the learning process.
- To address challenging participants, questions, and behavior receive and provide effective feedback.
- To manage the dynamics taking place in the group and to learn ways to deal with a group in a facilitation environment.
- To critique your own delivery and presentation skills using pointed group feedback.
- To prepare personal action plan beyond the TTT programme.

Date	Location
04 Jul	VILT
13 Nov	Sharjah

4 BALANCE SCORE CARD

course type
Class/VILT

course no:
1646

Specialization



Everyone who have a KPI and want to set KPIs for staff from all functions, Staff handling of Performance Management Projects

PURPOSE

The Balanced Scorecard has emerged as a proven and effective tool for capturing, characterizing and translating organizations strategic goals, into meaningful objectives at corporate, divisional, and individual employee levels, thereby allowing for the strategies to be successfully implemented. When successfully developed and applied in an organisation, the Balanced Scorecard is best practice for modern management, it constructs performance management systems that work.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- To learn why, use a balanced scorecard.
- To understand the cause and effect.
- To analyze the four perspectives of a balanced scorecard.
- To bring the Strategic themes developed by the organisation.
- To learn how to translate strategy into operational objectives - Strategy Map.
- To develop a systematic, nine-step methodology for building and implementing a BSC, based on performance management theory.
- To understand the measurements, goals and aligning of the organisation to the strategy
- To understand how we can develop business units, functional, support and personnel scorecards.

Date	Location
11 May	VILT
10 Oct	VILT

5 PERFORMANCE MANAGEMENT & APPRAISAL

course type
Class/VILT

course no:
1613

Intermediate



Everyone who have a KPI and want to set KPIs for staff from all functions, Staff handling of Performance Management Projects

PURPOSE

Performance Management is key in aligning organization goals with individuals' objectives. This program will cover how to motivate staff through cost effective strategies and sharpen the skills of supervisions in assessing the performance to staff. This program could be highly effective for learners in a team management role.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Roles and responsibilities of individuals and managers in performance management process.
- Goal setting and taking ownership of performance overview.
- Importance on ongoing feedback.
- Reward performance appropriately.
- Defining standards of performance and setting benchmarks.
- Designing and installing effective performance measurement system.
- Conducting performance appraisal discussions.

Date	Location
17 Mar	VILT
05 Oct	Dubai

LEADERSHIP

1

BUILDING & LEADING HIGH-PERFORMANCE TEAM

course type
Class/VILT

course no:
1635

Intermediate

1 DAY

Branch Managers, Operations managers, Department/Team Heads, Program Managers and anyone who is aspiring to move into a leadership or management role.

PURPOSE

An important leadership competency for any organization is the ability to build and lead high performing teams is especially in a high competitive space. This program will enable you to develop the skills and tools needed to maximize the potential of diverse teams in order to increase productivity, efficiency, and effectiveness.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• Understand the "Team & Team Work".

• Characteristics of a highly effective team.

» Upward communication & downward communication.

» Conflict Management.

• Creating the culture of trust and communication.

• The role of an effective team leade.

» Clarify team roles and objectives.

» Understand social styles.

Date

02 Feb

Location

VILT

Date

10 Mar

Location

VILT

Date

28 Jun

Location

AbuDhabi

Date

09 Nov

Location

VILT

Date

07 Dec

Location

VILT

2

LEADING WITH EMOTIONAL INTELLIGENCE

course type
Class/VILT

course no:
1612

Intermediate

1 DAY

Managers and people in team handling roles

PURPOSE

Emotional Intelligence is becoming an important field of research especially when it comes to managing emotions in the work place. Analyzing your own emotional intelligence and understanding how to manage your own emotional reactions to achieve desired results is one of the main modules that will be covered in this program.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• Understand emotional intelligence.

• Develop self-awareness.

• Awareness of others and empathy.

• Develop self-regulation.

• Build relationships.

Date

01 Feb

Location

VILT

Date

30 Mar

Location

Dubai

Date

19 Apr

Location

VILT

Date

29 May

Location

Sharjah

Date

30 Aug

Location

VILT

Date

02 Oct

Location

AbuDhabi

Date

01 Nov

Location

VILT

3

INTRAPRENEURSHIP

course type
Class/VILT

course no:
1632

Intermediate

1 DAY

Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• What is Entrepreneurial thinking.

• How entrepreneurs think.

• Understand the entrepreneurial process and its management.

• How to recognize opportunities to develop and grow businesses?

• How to manage failures.

Date

30 Mar

Location

VILT

Date

15 May

Location

VILT

Date

15 Jun

Location

Dubai

Date

05 Sep

Location

VILT

Date

03 Nov

Location

VILT

4

DESIGN THINKING ESSENTIALS

Pathway code:
7137

course type
Class/VILT

course no:
1822

Intermediate

1 DAY

Open to all based on Relevant

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• What is design thinking.

• Design thinking and role in innovation.

• Process of design thinking.

• Ways to synthesize ideas to a cohesive, practical products and solutions.

Date

13 Apr

Location

Dubai

Date

08 May

Location

VILT

Date

13 Jun

Location

VILT

Date

18 Sep

Location

AbuDhabi

Date

17 Oct

Location

VILT

Date

16 Nov

Location

VILT

Date

28 Nov

Location

VILT

LEADERSHIP

5 LEADERSHIP FUNDAMENTALS

course type
Class/VILT

course no:
1648

Intermediate

1 DAY


New Managers and Individual Contributors
(Fresh to Managerial Role)

PURPOSE

Introducing leadership guidelines to reflect your own leadership philosophy. Help you identify who you are as a leader and articulate your values and behaviors to generate a vision for your leadership and practice.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand and demonstrate broad leadership.
- Differentiate leadership and management.
- Identify effective leadership models and values.
- Practice behaviors of effective leaders and reflect on and ineffective behaviors.
- Know the key supervisory and management fundamentals.
- Identify key planning strategies to lead others toward shared vision.
- Understand insight into getting off to a successful start when placed in a new supervisory position.

Date	Location
21 Feb	VILT
06 Jun	Dubai
23 Oct	VILT

6 LEADERSHIP COMMUNICATIONS

course type
Class/VILT

course no:
1647

Intermediate

1 DAY


New Managers and Individual Contributors
(Fresh to Managerial Role)

PURPOSE

Introduce leadership at all levels through communication. Strengthen and improve the ability to communicate with subordinates more effectively.

Identify strategies for building cohesive, efficient and effective teams, understanding conflict situations and applying an appropriate conflict resolution model.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Connect leadership and communication for better team effectiveness.
- Implement influence and persuasion strategies.
- Choose effective leadership tools for connection through communication.
- Implement communication strategies for effective teams.
- Planning impactful stories and presentations for communication with the team for results.

Date	Location
30 Mar	VILT
15 Jun	VILT
28 Sep	AbuDhabi

PERSONAL DEVELOPMENT

This Course is also available as E-learning E-Learning Code: 6003

1 STRESS MANAGEMENT

course type
Class/VILT

course no:
1609

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Stress is a common sight in the modern-day workplace environment. This 1- day program helps the participants how to manage stress.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand stress and its impact.
- Analyze factors causing stress.
- Learn various techniques to manage stress.
- Learn how to prioritize things and manage pressure.

Date	Location
27 Mar	VILT
26 Apr	Dubai
15 May	Sharjah
26 Jun	VILT
23 Aug	VILT
20 Sep	AbuDhabi
18 Oct	VILT

2 GIVING EFFECTIVE FEEDBACK

course type
Class/VILT

course no:
1626

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Giving effective feedback is extremely critical in professional and personal life. Effective feedback could help to motivate your team to achieve greater things and avoid pitfalls. The course aims at helping learners in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Value Feedback as a gift.
- How to give constructive feedback.
- Learn how to communicate constructive criticism.
- Various models in giving feedback – DESC, STAR, GROW etc .

Date	Location
09 Jun	VILT
06 Jul	AbuDhabi
11 Oct	VILT

This Course is also available as E-learning | E-Learning Code: 6013

3 PERSONAL BRANDING

course type
Class/VILT

course no:
1627

Foundation

1 DAY

Middle and senior management officials

PURPOSE

In this current highly competitive world, its extremely important that you learn to differentiate yourself from the crowd. The course helps you with effective strategies to develop your personal brand.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is personal branding.
- Building your brand – what sets you apart.
- Identify ways to communicate your brand.
- How to increase visibility of your brand?

Date	Location
31 Jan	VILT
13 Mar	VILT
05 Jun	VILT
15 Sep	Sharjah
24 Oct	VILT

4 MANAGING CHANGE & UNCERTAINTY

course type
Class/VILT

course no:
1628

Foundation

1 DAY

Open to all based on requirement

PURPOSE

The world is undergoing disruptions like never before, mainly driven by technological changes. It is critical for organizations and employees that they are well prepared on all fronts to manage these challenging times.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of developing tolerance to change and uncertainty.
- Understand the root causes of uncertainty.
- Discuss various strategies to manage uncertainty.
- How to help your employees manage uncertainty and change.

Date	Location
09 Feb	VILT
31 Mar	VILT
06 Jun	Sharjah
19 Sep	VILT
05 Oct	AbuDhabi
03 Nov	VILT
05 Dec	VILT

This Course is also available as E-learning | E-Learning Code: 6133

5 WORK LIFE BALANCE

course type
Class/VILT

course no:
1629

Foundation

1 DAY

Open to all based on requirement

PURPOSE

An employee can contribute best to his work and organization when he blends his professional and personal life well. The learners would explore various effective methods to have a perfect blend of their personal and professional lives.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Productivity and efficiency.
- Balance through deliberate creation.
- Create a personal development plan.
- Set a clear line between personal and work time.
- The use of mindfulness meditation.

Date	Location
03 Mar	VILT
17 May	VILT
23 Jun	Sharjah
22 Aug	VILT
22 Sep	AbuDhabi
30 Oct	VILT
24 Nov	VILT

6 DIVERSITY, EQUALITY & INCLUSION

course type
Class/VILT

course no:
1631

Foundation

1 DAY

Open to all based on requirement

PURPOSE

The nature of workforce has changed significantly over the past many years, given the highly globalized market. In a country like UAE, where the workforce is highly diverse, its critical for everyone to understand and appreciate work force diversity.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Diversity: Importance.
- Forms of discrimination.
- Learn to work together in a diverse work environment.
- Developing a culture of inclusion and equality.
- Managing multi-generational work force.

Date	Location
08 Jun	VILT
03 Jul	VILT
25 Oct	AbuDhabi

PERSONAL DEVELOPMENT

This Course is also available as E-learning **E-Learning Code: 6006**

7 MANAGING MULTIPLE TASKS, PRIORITIES, DEADLINES

course type **Class/VILT** course no: **1634**

Foundation

1 DAY



Managers and people in team handling roles

PURPOSE

It's a common sight in corporate world to find people having multiple tasks, priorities and deadlines. Often most of these are important and its very difficult to manage the same. The course aims at helping learners in this regard .

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Evaluating and establishing priorities to meet deadlines.
- Effective planning and management techniques.
- How to effectively do multi task?
- Use positive communication and influencing techniques to ensure work is completed on time.

Date	Location
16 Mar	VILT
09 May	Dubai
05 Jun	Sharjah
04 Jul	VILT
05 Sep	AbuDhabi
03 Oct	Sharjah
31 Oct	VILT

This Course is also available as E-learning **E-Learning Code: 6211**

8 GETTING MOST OUT OF YOUR 24 HOURS

course type **Class/VILT** course no: **1623**

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Everyone has the same 24 hours. But some are effective inachieving many things within that period. This course aims atsharing some methods and best practices to get most out of your time.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Importance of time as a resource.
- Time stealers.
- Analyzing your use of time.
- Time management techniques.

Date	Location
24 Mar	VILT
24 Apr	VILT
18 May	Dubai
16 Jun	Sharjah
31 Aug	VILT
27 Sep	AbuDhabi
26 Oct	Sharjah

9 INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING (NLP)

course type **Class/VILT** course no: **1639**

Foundation

1 DAY



For HR Professionals, Participants in Leadership roles

PURPOSE

NLP is fast emerging as an influential area in the domain of personal development. NLP programs help participants to understand others better, improve their relationships and influence others. This is an course to this highly specialized area aimed at giving an overview about NLP.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand what is NLP.
- Analyze how does NLP work and its applications.
- Appreciate how can NLP help you?

Date	Location
31 May	VILT
08 Sep	VILT
04 Oct	AbuDhabi

10 BASIC ARABIC COMMUNICATION FOR NON-NATIVE SPEAKERS

course type **Class/VILT** course no: **1640**

Foundation

1 DAY



Open to all based on requirement

PURPOSE

This course is meant for non-Arabic speakers who are keen on learning basic communication in Arabic. This will help them to improve their dealings with the customers and in their social life. This course covers only basic speaking skills and doesn't cover writing skills.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Basic communication.
- Everyday words and sentences.
- Use basic Arabic at workplace and social engagements.

Date	Location
22 Feb	VILT
24 Mar	VILT
10 May	VILT
12 Jun	Dubai
28 Aug	VILT
25 Sep	VILT
25 Oct	AbuDhabi

11 MINDFULNESS 101

course type **Class/VILT** course no: **1642**

Foundation

1 DAY



Open to all based on requirement

PURPOSE

Mindful living is emerging as a method which can help in stress reduction and create positive impact. The goal of mindfulness is to wake up to the inner workings of our mental, emotional, and physical processes.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand mindfulness.
- Explore how mindfulness can help in stress reduction.
- Bring focus and foster better relationships.
- Learn and practice basic mindfulness techniques.

Date	Location
22 Mar	VILT
11 May	Dubai
19 Jun	Sharjah
04 Sep	AbuDhabi
04 Oct	VILT

12 ART OF NETWORKING

course type
Class/VILT

course no:
1643

Foundation

1 DAY



Open to all based on requirement

PURPOSE

This course focuses on how to effectively network for success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand how to network to success.
- How to create, maintain and develop professional networks.
- How to project yourself and showcasing your value.
- Do's and Don'ts in professional networking.

Date	Location
21 Mar	VILT
18 Apr	Dubai
26 May	VILT
25 Aug	VILT
29 Sep	Sharjah
27 Oct	VILT
29 Nov	AbuDhabi

13 CAMPUS TO CORPORATE

course type
Class/VILT

course no:
1236

Foundation

1 DAY



New joiners in Banks

PURPOSE

A new joiner in the corporate world must undergo a complete metamorphosis in their thoughts, behavior, and emotional aspects. They need to learn to work with diverse teams, senior managers and colleagues and follow the etiquette at the workplace.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Do's and Don'ts.
- Greetings, introductions.
- Build relationships.
- Telephone etiquette.
- How to present yourself to people.
- Developing your professional and personal image.
- Workplace etiquette.
- Email etiquette.

Date	Location
06 Mar	VILT
19 May	VILT
04 Sep	AbuDhabi

14 CREATING ENGAGING PRESENTATIONS

course type
Class/VILT

course no:
1649

Foundation

1 DAY



Open to all based on requirement

PURPOSE

To help the learner use Microsoft PowerPoint and get started with layout and design, visualization, graphs & charts, image manipulation, interactivity, templates & masters, multimedia, and animation.

Course Learning Outcomes

- Explain the role of slides in a presentation.
- Apply the principles of professional presentation design.
- Construct and develop compelling visual slides for maximum audience engagement.

E-Learning Content

- Introduction to the basic tools and elements.
- Choose a design theme, add text and pictures to a slide.

Live Class Content

- Formatting and organizing PowerPoint slides.
- Working with graphics, tables and charts.
- Adding multimedia, interactivity and animations.

Date	Location
07 Mar	VILT
29 Mar	Dubai
16 May	Sharjah
07 Jun	VILT
12 Sep	AbuDhabi
10 Oct	VILT
13 Nov	VILT

15 LEARNING TO LEARN 101

course type
Class/VILT

course no:
1650

Foundation

1 DAY



Open to all based on requirement

PURPOSE

This course is about understanding how to learn more, more quickly, and more easily. It explores how one needs to learn continuously and for life.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to learn effectively.
- Adult learning models.
- Learning and brain science.
- Forgetting curve and reduce forgetting.
- Bite sized learning.
- Technology driven learning: latest trends.

Date	Location
08 Mar	VILT
10 May	Sharjah
29 Aug	VILT
23 Oct	VILT

PERSONAL DEVELOPMENT

16 PROFESSIONAL EMAIL CORRESPONDENCE

course type
Flipped

course no:
1314

Intermediate

1 DAY

Open to all based on requirement

PURPOSE

Improve professional correspondence and business email etiquette through practice and proofreading.

COURSE LEARNING OUTCOMES

- Distinguish between appropriate and inappropriate email etiquette.
- Compose emails with formal words, verbs and phrases.
- Compose positive and negative messages with appropriate technology.

E-LEARNING CONTENT

- Introduction to formal words, verbs and phrases to use in emails.
- Compose business email with formal language (revised during live session).

LIVE CLASS CONTENT

- Peer edit and revise business emails.
- Discuss email etiquette and appropriateness of technology when communicating.

Date	Location
28 Mar	Dubai
27 Apr	VILT
25 May	Sharjah
27 Jun	VILT
24 Aug	VILT
21 Sep	AbuDhabi
17 Oct	Sharjah

17 TEAM WORK AND COLLABORATION

course type
Flipped

course no:
1680

Intermediate

1 DAY

Open to all based on relevance

PURPOSE

In today's corporate world, teamwork and collaboration is essential for helping the organization achieve its objectives. Often multi-functional diverse teams including online and offsite teams are expected to collaborate to develop new products, services and improve the client experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the complexities of working in teams.
- Learn how to create an atmosphere of collaboration, trust, and shared vision.
- Analyze how to focus on results and analyze performance.
- Use collaborative tools for ideation, project management and data analysis.
- Effectively handle intra group conflicts and solve problems.

Date	Location
15 Feb	VILT
17 Mar	VILT
14 Apr	VILT
08 May	Dubai
15 Jun	VILT
11 Sep	Sharjah
12 Oct	VILT

18 TREATING PEOPLE OF DETERMINATION WITH SENSITIVITY

course type
Class/VILT

course no:
1681

Intermediate

1 DAY

Officials in consumer facing roles

PURPOSE

UAE Federal law confers some special rights on People of Determination to ensure that they are treated fairly and with dignity. People of determination have the right to be treated at equal terms with other consumers and disability cannot be a reason for any kind of discrimination or rejection of any service. This means that the financial institutions should treat them with utmost care and sensitivity.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the rights of People of Determination and other Vulnerable groups
- Understand relevant provisions of the UAE Consumer protection standards and UAE Federal law.
- Learn how to handle the people with special needs in customer facing roles.
- Learn about the principles, etiquettes, and best practices to treat them fairly and with empathy.
- Analyze the global best practices on treating such people with sensitivity.

Date	Location
20 Mar	VILT
08 May	VILT
08 Jun	VILT
28 Sep	Sharjah
30 Oct	VILT

19 CREATIVE THINKING AND PROBLEM SOLVING

course type
Class/VILT

course no:
1677

Intermediate

1 DAY

Open to all based on relevance

PURPOSE

Creative thinking and problem solving are key competencies for a modern banker in a highly disruptive banking era. There is always scope for innovation, process improvement and improving customer experience by applying creative thinking and problem-solving techniques.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Apply logical and creative thinking models to solving problems and making decisions
- Employ creativity and lateral thinking as business tools
- Analyze and solve actual problems facing them at work
- Demonstrate human centricity in the problem-solving approach
- Develop strategic approaches to problem solving and decision making

Date	Location
20 Apr	Dubai
15 May	VILT
20 Jun	VILT
07 Jul	Sharjah
20 Sep	VILT
24 Oct	VILT
23 Nov	VILT

20 HR ANALYTICS

course type
Class/VILT

course no:
1678

Analytics

1 DAY

Analysts, Managers in departments like HR, learning and development, analytics and others based on relevance

PURPOSE

HR analytics is a data driven approach to people related decisions. It helps in leveraging of data to make better decisions about hiring, managing, and developing the bankers in your institution. With insights gleaned from the data, you can learn how to give feedback, mentor rising leaders and identify the factors affecting high potential employees.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Statistical concepts to turn data into insights.
- Understand companies use of new technologies.
- Demonstrate the use of data driven decisions and different HR analytics competencies.
- HR analytics as an evidence-based decision-making tools.

Date	Location
28 Jun	VILT
01 Nov	VILT

21 INFLUENCE WITHOUT AUTHORITY

course type
Class/VILT

course no:
1679

Intermediate

1 DAY

Open to all based on relevance

PURPOSE

It is not necessary to have formal power and authority to influence others. Working effectively in a team implies influencing others through persuasive approaches, listening and effective communication. This course will enable the learners how to lead without a title.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to be positively persuasive so people will buy into your ideas.
- Ways to set the stage so you gain respect and credibility.
- Learn how to act calmly under pressure.
- Guidelines when giving constructive criticism.
- Best practices for writing persuasive emails.

Date	Location
06 Mar	VILT
21 Apr	VILT
22 May	Dubai
22 Jun	VILT
10 Oct	Sharjah
10 Nov	VILT

22 LEADING REMOTE TEAMS

course type
Class/VILT

course no:
1676

Specialization

1 DAY

Managers

PURPOSE

With new work approaches like work from home, remote working etc becoming a norm, managers in financial services industry must now lead their teams out of office and remote locations. Managing such diversity, monitoring performance, solving problems etc are challenges of the modern day managers and team leads. This course aims to support them with the skills in this regard.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Develop your virtual leadership presence
- Plan and facilitate a successful virtual meeting.
- Strengthen team networks for improved performance.
- Create trust and engagement in a virtual environment.
- Handling conflicts and employee morale.
- Build a solid foundation to coach and provide feedback virtually.

Date	Location
13 Mar	VILT
18 May	VILT
22 Jun	VILT
04 Sep	Dubai
19 Oct	VILT
21 Nov	AbuDhabi

E-Learning & Micro-Learning

1 WORKING FROM HOME: TIPS & TRICKS

course type
E-Learning

ELRN Code:
6060

Intermediate



Open to all based on relevance

COURSE OUTLINE

This training aims to provide learners tips to maximize their efforts while working from home. It offers suggestions on time management, stress management, as well as the need to disconnect from work while working from home.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Creating schedules, routines and to-do lists to improve productivity.
- Maintaining healthy lifestyle choices with regard to sleep patterns, exercise, meditation and gratitude practices.
- Recognize the need for leisure, relaxation and fulfilling relationships while working from home.

2 STAYING POSITIVE DURING DISRUPTIVE TIMES

course type
E-Learning

ELRN Code:
6063

Intermediate



Open to all based on relevance

COURSE OUTLINE

The course focuses on how to remain positive during highly disruptive times, which are often emotionally taxing.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Understand the reasons for being positive.
- Learn how to cope with negative feelings.
- Identify the nature of the problem.
- Choose your attitude.
- Recognize stress levels.
- Investigate your work-life balance.

3 OVERCOMING PROCRASTINATION

course type
E-Learning

ELRN Code:
6076

Intermediate



Open to all based on relevance

COURSE OUTLINE

In this course you will learn the psychological basis of procrastination and why quick fix solutions don't work. Also, you will learn to identify the triggers that cause people to put off important tasks and practical and useable tactics to stop procrastinating.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- What's procrastination.
- How people justify procrastination.
- Practical strategies to overcome procrastination.

4 ENGLISH PUNCTUATION

course type
E-Learning

ELRN Code:
6120

Intermediate



Open to all based on relevance

COURSE OUTLINE

The purpose of this training is to understand how to use apostrophes and commas correctly in English sentences. It details how to use apostrophes to show contraction and possession, while also explaining how to use commas between independent and dependent clauses.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Utilize apostrophes to show contraction and possession.
- Apply use of commas with introductory phrases and coordinating conjunctions.
- Employ commas to show relationship between independent and dependent clauses.

5 CREATING GOODWILL WITH EMAILS

course type
E-Learning

ELRN Code:
6124

Intermediate



Open to all based on relevance





COURSE OUTLINE

This course discusses ways to make messages friendlier, more persuasive, and more humane by focusing on your attitude, positive emphasis, and bias-free language.

LEARNING OUTCOMES

After the completion of this course, the learners should be able to understand:

- How to achieve happiness through wellness.
- Role of acts of kindness.
- Role of gratitude.
- Role of exercise, sleep, meditation.

6 HAPPY LIFE	course type E-Learning	ELRN Code: 6131
Intermediate  COURSE OUTLINE This microlearning course talks about tips and tricks to lead a happy life.	 Open to all based in relevance LEARNING OUTCOMES After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • Creating you-attitude. • Positive emphasis. • Bias-free language. 	
7 PRODUCTIVE PRESENTATIONS	course type E-Learning	ELRN Code: 6139
Intermediate  COURSE OUTLINE This training aims to inform learners how to create purposeful and audience-focused presentations. It outlines ways to organize professional presentations to effectively share outcome-based information with intended audiences.	 Open to all based in relevance LEARNING OUTCOME After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • Recognizing audience needs. • Outcome-based purpose statements. • Varied presentation styles. 	
8 INTRODUCTION TO MINDFULNESS	course type E-Learning	ELRN Code: 6130
Intermediate  COURSE OUTLINE This training aims to introduce learners to the practice of mindfulness. It details what mindfulness is, why it's a challenging yet beneficial practice and concludes with realistic mindfulness practices everyone can implement.	 Open to all based in relevance LEARNING OUTCOME After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • Understand what mindfulness and mindlessness are • Recognize the diverse benefits of a mindfulness practice on the brain and body. • Learn and utilize simple mindfulness practices that can be used every day. 	
9 BUSINESS ETIQUETTE	course type E-Learning	ELRN Code: 6210
Foundation  COURSE OUTLINE The purpose of this training is to understand appropriate workplace behaviors to practice in order to thrive in professional spaces. It also details unprofessional and distracting behaviors to minimize and/or avoid while at work.	 Open to all based in relevance LEARNING OUTCOME After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • Importance of business etiquette. • Appropriate and inappropriate professional behaviors and attire. • Distracting behaviors to avoid at work. 	
10 MANAGING STRESS AT WORKPLACE	course type E-Learning	ELRN Code: 6003
Foundation  COURSE OUTLINE This training focuses on managing stress as experienced in the workplace. It specifically aims to understand the effects stress has on our physical bodies, as well as suggested techniques to practice in order to better manage our stress.	 Open to all based in relevance LEARNING OUTCOME After the completion of this course, the learners should be able to understand: <ul style="list-style-type: none"> • Understanding stress and its influence on our bodies. • Discuss leading stressors at work. • Employ stress management techniques. 	

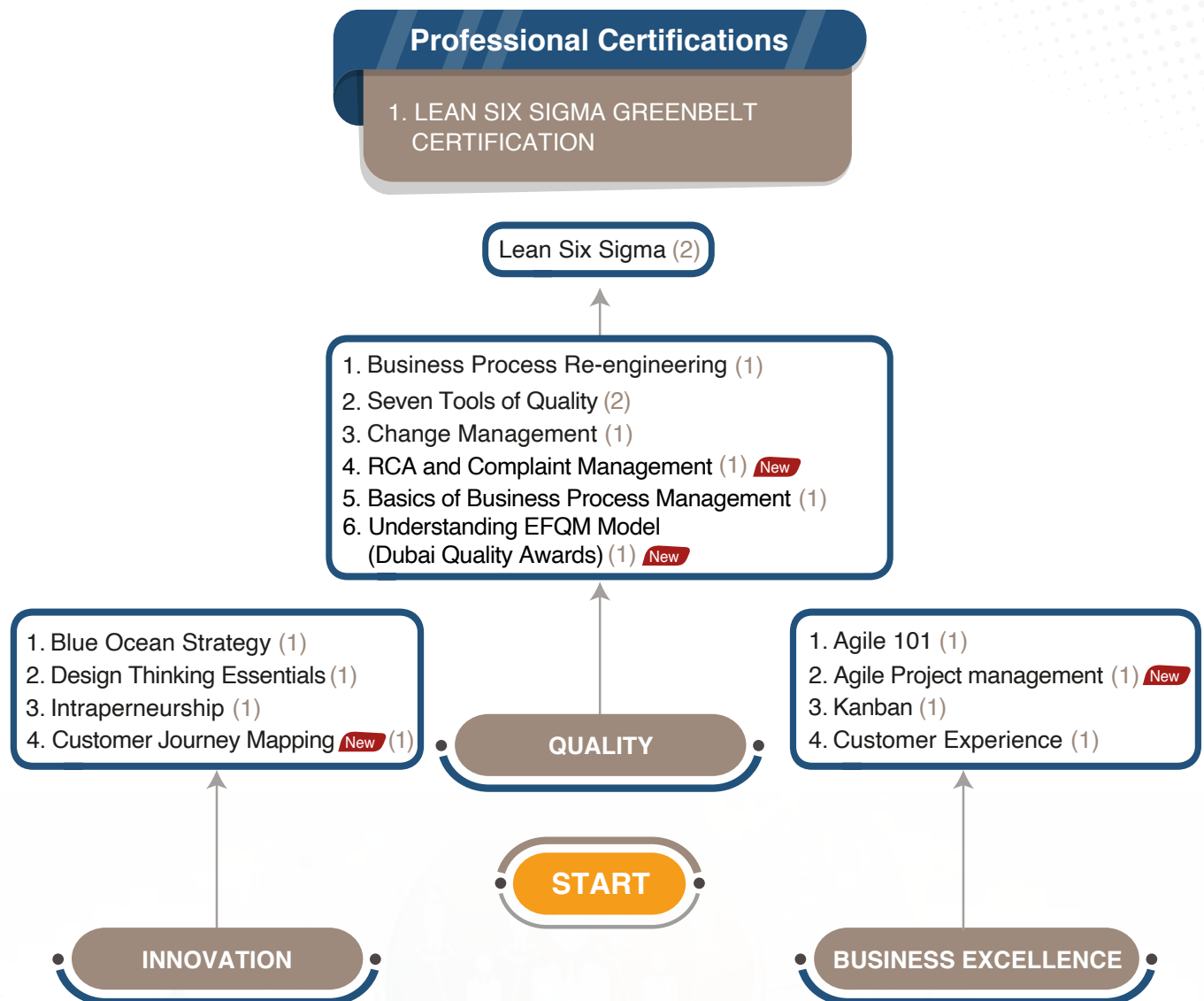
14

**INNOVATION,
QUALITY &
BUSINESS
EXCELLENCE**

eibfs

INNOVATION, QUALITY & BUSINESS EXCELLENCE

This category has many new programs in the domains of Innovation and Business Transformation apart from the major offerings in all the areas of Quality domain.



Micro-Learning & E-Learning Courses

1. Process map and process calculations.
2. Gantt chart.
3. Histogram.
4. Pareto chart.
5. Control chart.
6. Hypothesis testing.
7. Research methodology for business research.
8. Basics of quality.

QUALITY MANAGEMENT

1 BASICS OF BUSINESS PROCESS MANAGEMENT

course type
Class/VILT

course no:
1001

Foundation



1 DAY



Open to all based on relevance

PURPOSE

Business Process Management (BPM) is a method of streamlining and standardizing operations inside an organisation. It may reduce human error and process inefficiencies while also increasing efficiency and compliance. This course explains what business process management is and how it can benefit businesses.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand the basics of business process management.
- Make process maps and analyze processes.
- Calculate and analyze processes using a variety of indicators.

Date	Location
29 Mar	VILT
09 May	VILT
13 Jun	AbuDhabi
12 Sep	VILT
12 Oct	VILT

2 BUSINESS PROCESS RE-ENGINEERING

Pathway code:
7133

course type
Class/VILT

course no:
1002

Intermediate



1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditor

PURPOSE

This course will help delegates to understand how to radically change a process using the framework of Business Process Re-engineering (BPR).

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Overview about Business Process Re-engineering.
- Process definition to develop value stream maps.
- Improving process efficiency using the framework of Business Process Re-engineering (BPR).

Date	Location
10 Apr	VILT
16 May	VILT
20 Jun	Sharjah
19 Sep	VILT
18 Oct	VILT

This Course is also available as E-learning E-Learning Code: 6200

3 SEVEN TOOLS OF QUALITY

Pathway code:
7132

course type
Class/VILT

course no:
1007

Intermediate



2 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR Managers

PURPOSE

The seven basic quality control tools are a set of commonly used graphical statistical analysis tools. They can be used to help solve many different types of problems, not just quality problems. The seven tools are: cause and effect diagrams, check sheets, control charts, histograms, pareto charts, scatter plots, and flow chart. Given this background, the course aims at providing the participants with understanding of seven tools of quality and how it can be implemented in banking.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand dimensions of quality.
- Describe each of the tools - Cause and effect diagrams, check sheets, control charts, histograms, pareto charts, scatter plots, and flow chart.
- Use these tools in banking and finance.

Date	Location
27 Feb	VILT
18 May	Dubai
31 Aug	VILT
31 Oct	AbuDhabi

4 MANAGING CHANGE IN BUSINESS PROCESSES

course type
Class/VILT

course no:
1008

Intermediate



1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

Change is something that though is seen positively in an organization can also cause stress in an organization if not managed properly. This course provides a framework to implement change effectively in a process organization and explains how change management can be used as a way to improve quality.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify what to change in a process.
- Understand how to implement change in a structured manner.
- Understand how to manage human side of change.

Date	Location
20 Feb	VILT
27 Mar	Sharjah
16 Jun	VILT
21 Sep	VILT
27 Nov	VILT

5 LEAN SIX SIGMA

course type
Class/VILT

course no:
1003

Specialization

2 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

Lean six sigma is widely recognized as one of the most effective quality tools with applications in manufacturing and service sector. While lean methodology focuses on reduction of wastage in a process, six sigma is a structured data driven approach that strives towards greater than %99 efficiency. The combination of these two methods promises to give exceptional results in terms of process improvement, error reduction and hence reduced costs and increased customer satisfaction.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Understand lean six sigma methodology.
- Apply DMAIC model to improve banking processes.

Date	Location
13 Mar	VILT
17 Apr	VILT
23 May	VILT
28 Jun	Dubai
26 Sep	VILT
26 Oct	VILT
23 Nov	AbuDhabi

BUSINESS TRANSFORMATION

1 AGILE 101

Pathway code:
7135

course type
Class/VILT

course no:
1824

Intermediate

1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

The training is developed to provide hands on experience on how individuals and teams can transition from current project management methodologies to change driven methodologies using agile principles, frameworks and tools. With special focus on banking and financial sector, this course focuses on the tools and techniques that individuals need to master in order to adopt agile ways of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to Agile.
- Difference between 'doing' and 'being' agile.
- Toolkit for implementing agile.
- Introduction to scrum.
- Use cases in banking and financial domain.

Date	Location
12 Apr	Dubai
27 Apr	VILT
06 Jun	VILT
05 Jul	VILT
10 Oct	VILT
09 Nov	VILT
04 Dec	AbuDhabi

2 AGILE PROJECT MANAGEMNT

course type
Class/VILT

course no:
1016

Specialization

1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

Explain Need of Project management
Understand the basic concepts of common agile ways of working
Understand the purpose and context for combining Project management and the agile way of working.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Explain the Project Management Agile behavior's.
- » Transparency » Collaboration » Rich communication » Self-organization » Exploration
- Recall the definition of the following agile terms. (glossary)
- » Backlog (sprint, release & product) » Benefit (value) » Epic » Information radiator
- » Spike » Stand up meeting » Timebox (sprint, release) » Waterfall methodology
- Explain key Agile concepts and techniques.
- » Scrum » Lean Startup (incl. MVP) » Retrospectives
- » User stories (incl. Definition of 'ready' and 'done') » Workshops

Date	Location
27 Mar	VILT
12 May	VILT
12 Jun	Dubai
01 Sep	VILT
31 Oct	VILT

3 KANBAN

course type
Class/VILT

course no:
1009

Intermediate

1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process owners Internal auditors

PURPOSE

Kanban methods are becoming quite popular in the Business transformation domain particularly in the banking and finance domain. Kanban provides techniques to manage the flow of work and to continuously improve on that flow. The method helps to understand how to focus on work that is needed and reduce the time spent on non-value added activities. The Kanban training focusses on providing guidance on Kanban implementation and how as a method it can be used to increase efficiency in your bank.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Kanban origins and evolution.
- Kanban concepts, principles and terminology.
- Visualization of work.
- Limiting work-in-process.
- Analyzing the flow of work.
- Kanban metrics and management reporting.

Date	Location
25 May	VILT
26 Jun	Sharjah
19 Sep	VILT
17 Nov	VILT

BUSINESS TRANSFORMATION

4 CUSTOMER EXPERIENCE

course type
Class/VILT

course no:
1525

Intermediate

1 DAY



Quality Professionals, Project Managers, Operation Managers, Project Leaders, Team Leaders, Project Engineers, IT Consultants, HR managers, Process Owners Internal Auditors

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectation in a very competitive business environment. Hence it requires improvising from the existing customer service practices to an improved customer experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Customer journey.
- Taking the extra mile.
- Becoming a happiness engineer.
- Using customer experience as a strategy.
- Methods to improve customer experience strategy.
- The link between customer experience and customer retention.
- Measuring customer experience.

Date	Location
24 Mar	Dubai
27 Apr	VILT
29 May	Sharjah
30 Jun	AbuDhabi
06 Sep	VILT
13 Oct	VILT
07 Nov	Sharjah

INNOVATION

1 BLUE OCEAN STRATEGY

course type
Class/VILT

course no:
1011

Intermediate

1 DAY



Open to all based on relevance to their roles. Ideal for Senior officials in marketing, strategy product development etc

PURPOSE

Blue ocean strategies about how to use differentiation to open a new market space and create new demand. It is about creating and capturing uncontested market space, thereby making the competition irrelevant.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Learn the concept of blue ocean strategy.
- Discuss various use cases of blue ocean strategy.
- How to create Competitive advantage using blue ocean strategy.
- Learn new product development using blue ocean strategy.

Date	Location
17 Mar	VILT
12 May	Dubai
15 Sep	VILT
30 Oct	VILT

2 DESIGN THINKING ESSENTIALS

Pathway code:
7137

course type
Class/VILT

course no:
1822

Intermediate

1 DAY



Mid and Senior Level professionals

PURPOSE

Design thinking is the new buzzword in the field of innovation. It's a structured method which will help the learners to think and come with solutions to the problems they face. The course will help to understand the process of design thinking and how it can be used to develop new solutions, which is key in the domain of fintech and innovation.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is design thinking.
- Design thinking and role in innovation.
- Process of design thinking.
- Ways to synthesize ideas to a cohesive, practical products and solutions.

Date	Location
13 Apr	Dubai
08 May	VILT
13 Jun	VILT
18 Sep	AbuDhabi
17 Oct	VILT
16 Nov	VILT
28 Nov	VILT

3 INTRAPRENEURSHIP

course type
Class/VILT

course no:
1632

Intermediate

1 DAY



Middle and Senior Management

PURPOSE

The power of entrepreneurship has been the driving force of most successful economies. Developing the mindset of an entrepreneur involves skills around big picture thinking, ideation, handling risks, learning to manage failure etc. The organizations also benefit if their employees develop entrepreneurial thinking abilities.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- What is intrapreneurship thinking.
- How entrepreneurs think.
- Understand the entrepreneurial process and its management.
- How to recognize opportunities to develop and grow businesses?
- How to manage failures.

Date	Location
30 Mar	VILT
15 May	VILT
15 Jun	Dubai
05 Sep	VILT
03 Nov	VILT

NEW COURSES

1 BASICS OF BUSINESS PROCESS MANAGEMENT		course type Class/VILT	course no: 1001												
Foundation	1 DAY	Open to all based in relevance													
PURPOSE	LEARNING OBJECTIVES														
Business Process Management (BPM) is a method of streamlining and standardizing operations inside an organisation. It may reduce human error and process inefficiencies while also increasing efficiency and compliance. This course explains what business process management is and how it can benefit businesses.	After the completion of this course, the learner should be able to understand:														
	<ul style="list-style-type: none">• Understand the basics of business process management.• Make process maps and analyze processes.• Calculate and analyze processes using a variety of indicators.														
			<table><tr><th>Date</th><th>Location</th></tr><tr><td>29 Mar</td><td>VILT</td></tr><tr><td>09 May</td><td>VILT</td></tr><tr><td>13 Jun</td><td>AbuDhabi</td></tr><tr><td>12 Sep</td><td>VILT</td></tr><tr><td>12 Oct</td><td>VILT</td></tr></table>	Date	Location	29 Mar	VILT	09 May	VILT	13 Jun	AbuDhabi	12 Sep	VILT	12 Oct	VILT
Date	Location														
29 Mar	VILT														
09 May	VILT														
13 Jun	AbuDhabi														
12 Sep	VILT														
12 Oct	VILT														

2 RCA AND COMPLAINT MANAGEMENT		Pathway code: 7141	course type Class/VILT	course no: 1017														
Intermediate	1 DAY	Open to all based in relevance																
PURPOSE	LEARNING OBJECTIVES																	
This specialist training focusses on two critical aspects of complaint management: the systems or procedural aspect related to how complaint should be processed and how complaints can be used as the foundation for process improvement. The course has been developed in line with requirements of CBUAE consumer protection standard and also discussed how root cause analysis can be done for banking processes.	After the completion of this course, the learner should be able to understand:																	
	<ul style="list-style-type: none">• Understand the basics of complaint management protocols in line with CBUAE consumer protection code.• Understand how to do RCA with banking data.																	
				<table><tr><th>Date</th><th>Location</th></tr><tr><td>23 Mar</td><td>VILT</td></tr><tr><td>24 Apr</td><td>VILT</td></tr><tr><td>29 May</td><td>AbuDhabi</td></tr><tr><td>05 Sep</td><td>VILT</td></tr><tr><td>05 Oct</td><td>VILT</td></tr><tr><td>06 Nov</td><td>Dubai</td></tr></table>	Date	Location	23 Mar	VILT	24 Apr	VILT	29 May	AbuDhabi	05 Sep	VILT	05 Oct	VILT	06 Nov	Dubai
Date	Location																	
23 Mar	VILT																	
24 Apr	VILT																	
29 May	AbuDhabi																	
05 Sep	VILT																	
05 Oct	VILT																	
06 Nov	Dubai																	

3 UNDERSTANDING EFQM MODEL (DUBAI QUALITY AWARDS)		Pathway code: 7142	course type Class/VILT	course no: 1015										
Intermediate	1 DAY	Open to all based in relevance												
PURPOSE	LEARNING OBJECTIVES													
The Excellence Model of the European Foundation for Quality Management (EFQM) is a self-assessment methodology for assessing an organizations strengths and opportunities for development across all of its operations. The Dubai Quality Award, initiated in 1994, is based on the Excellence Model used by the European Foundation for Quality Management (EFQM).	After the completion of this course, the learner should be able to understand:													
	<ul style="list-style-type: none">• Understand the basics of the EFQM Excellence Model, the RADAR Logic and the fundamental concepts.• Understand the requirements for Dubai Quality Awards.													
				<table><tr><th>Date</th><th>Location</th></tr><tr><td>21 Apr</td><td>VILT</td></tr><tr><td>30 May</td><td>VILT</td></tr><tr><td>03 Oct</td><td>VILT</td></tr><tr><td>02 Nov</td><td>VILT</td></tr></table>	Date	Location	21 Apr	VILT	30 May	VILT	03 Oct	VILT	02 Nov	VILT
Date	Location													
21 Apr	VILT													
30 May	VILT													
03 Oct	VILT													
02 Nov	VILT													

4 CUSTOMER JOURNEY MAPPING		Pathway code: 7139	course type Class/VILT	course no: 1531														
Specialization	1 DAY	Open to all based in relevance																
PURPOSE	LEARNING OBJECTIVES																	
A customer journey map is a graphical representation of the stage's customers take when they interact with an organization, whether it's through a product, an online experience, a retail experience, a service, or any combination of these. As the number of touchpoints increases a customer journey map becomes increasingly difficult but essential.	After the completion of this course, the learner should be able to understand:																	
	<ul style="list-style-type: none">• Identify and understand key customer segments• Develop a detailed customer journey for these segments• Understand what key customer journeys drive the business																	
				<table><tr><th>Date</th><th>Location</th></tr><tr><td>16 Mar</td><td>VILT</td></tr><tr><td>14 Apr</td><td>VILT</td></tr><tr><td>24 May</td><td>Dubai</td></tr><tr><td>29 Aug</td><td>VILT</td></tr><tr><td>28 Sep</td><td>VILT</td></tr><tr><td>31 Oct</td><td>AbuDhabi</td></tr></table>	Date	Location	16 Mar	VILT	14 Apr	VILT	24 May	Dubai	29 Aug	VILT	28 Sep	VILT	31 Oct	AbuDhabi
Date	Location																	
16 Mar	VILT																	
14 Apr	VILT																	
24 May	Dubai																	
29 Aug	VILT																	
28 Sep	VILT																	
31 Oct	AbuDhabi																	

Micro-Learning & E-Learning

1 PROCESS MAP AND PROCESS CALCULATIONS

course type
E-Learning

ELRN Code:
6277

Foundation



Open to all based on requirement

COURSE OUTLINE

To familiarize the participants with creating process maps and doing process calculation.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the basic rules of process mapping from a quality point of view.
- To understand the various shapes in process maps and understand when to use them.
- To understand the various ways of measuring processes and be able to calculate process KPIs.

2 GANTT CHART

course type
E-Learning

ELRN Code:
6278

Foundation



Open to all based on requirement

COURSE OUTLINE

To present project plan in the form of a Gantt chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating Gantt chart.
- To understand the type of data required for a Gantt chart.
- To create a Gantt chart in excel.

3 HISTOGRAM

course type
E-Learning

ELRN Code:
6279

Foundation



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a histogram.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a histogram
- To understand the type of data required for a histogram
- To create a histogram in excel

4 PARETO CHART

course type
E-Learning

ELRN Code:
6280

Foundation



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a pareto chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a pareto chart.
- To understand the type of data required for a pareto chart.
- To create a pareto chart in excel.

5 CONTROL CHART

course type
E-Learning

ELRN Code:
6281

Foundation



Open to all based on requirement

COURSE OUTLINE

To present process data in the form of a control chart.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of creating a control chart.
- To understand the type of data required for a control chart.
- To create a control chart in excel.

6 HYPOTHESIS TESTING

course type
E-Learning

ELRN Code:
6282

Foundation



Open to all based on requirement

COURSE OUTLINE

To understand application of hypothesis testing in quality models.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the purpose of doing hypothesis testing.
- To understand how to define the null and alternative hypothesis.
- To understand how to do hypothesis testing in excel and interpret the results.

7 RESEARCH METHODOLOGY FOR BUSINESS RESEARCH

course type
E-Learning

ELRN Code:
6283

Foundation



Open to all based on requirement

COURSE OUTLINE

This course is designed to provide trainees with the necessary skills and knowledge to scientifically solve a business research problem. The course covers the entire scope of research methodology starting from identifying the research problem, understanding the research philosophy and deciding on the right research methodology.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- Basics of research.
- Research philosophy.
- Research paradigm.
- Methods of qualitative research.
- Methods of quantitative research.

8 BASICS OF QUALITY

course type
E-Learning

ELRN Code:
6307

Foundation



Open to all based on requirement

COURSE OUTLINE

To familiarize the participants with the basic guidelines and foundation rules of quality management.

LEARNING OUTCOME

After the completion of this course, the learners would be able to understand:

- To understand the concept of quality.
- To understand the 15-85 rule of quality.
- To understand the various models in quality management systems.

15

**MARKETING,
SALES &
CUSTOMER
EXPERIENCE**

eibfs

MARKETING, SALES & CUSTOMER EXPERIENCE

HOW TO APPROACH THIS CATEGORY

The Sales & Marketing category offers a wide portfolio of courses. Learners can expect to acquire various skills related to negotiating deals, overcoming obstacles, cross selling and closing sales. It also covers the customer experience domain.



Learning Bundles

Marketing, Sales & Customer Service Bundles

Customer Experience

1. Customer Experience.
2. Customer Journey Mapping.
3. Design Thinking.

Sell Like a Pro

1. CBUAE Consumer Protection for Sales.
2. Effective Selling Techniques.
3. Art of Cross Selling.
4. Handling Objections.
5. Negotiation Skills.



MARKETING, SALES & CUSTOMER SERVICE

1

CUSTOMER SERVICE GAME

course type
Class/VILT

course no:
1523

Foundation

1 DAY

Tellers, Customer Service Officers Relationship managers, Branch Managers, and anyone who is engage is direct Customer interaction

PURPOSE

Games are a great way to illustrate important factors about the customer-representative relationship. The objective is to learn the infrastructure of communicating and connecting with customers beyond customer service theories and books.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• Don't tell me, let me guess.

• Never say Never.

• Call me by my name.

• Active listening game.

• Narrate a letter to customer service personnel.

• The customer experience game.

• The best customer service scenarios.

Date

Location

14 May

VILT

26 May

Dubai

18 Sep

Sharjah

23 Oct

AbuDhabi

2

CUSTOMER EXPERIENCE

course type
Class/VILT

course no:
1525

Intermediate

1 DAY

Banking officials those who are engaged in direct contact with customers like customer Service Officers, Relationship Managers and Branch Managers

PURPOSE

Customers of "today" is very informed and hence very demanding. Customer facing officers are challenged by high customer expectationin a very competitive business environment. Hence it requires improvising from the existing customer service practices to an improved customer experience.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• Customer journey.

• Taking the extra mile.

• Becoming a happiness engineer.

• Using customer experience as a strategy.

• Methods to improve customer experience strategy.

• The link between customer experience and customer retention.

• Measuring customer experience.

Date

Location

24 Mar

Dubai

27 Apr

VILT

29 May

Sharjah

30 Jun

AbuDhabi

06 Sep

VILT

13 Oct

VILT

07 Nov

Sharjah

3

CUSTOMER SERVICE ON SOCIAL MEDIA

course type
Class/VILT

course no:
1526

Intermediate

1 DAY

Officials are marketing departments customer relations and product teams

PURPOSE

The emergence of social media has given consumers a whole new way to interact with the Brands and Corporates. it has also become a forum to discuss, compare and complain as well. Social media is also used by banks for sales and marketing, HR and across other various functions. Hence managing and analysing Social Media as a Customer Service and Customer Support Channel is a key area on importance.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• Importance of social media is customer service.

• Key elements of using social media for customer service.

• Best customer service practices through social media.

» Using Twitter and Facebook.

• Mistakes to avoid is customer service through social media.

• Using Social Media as Corporate Strategy.

Date

Location

21 Mar

VILT

05 Jun

Dubai

21 Sep

VILT

4

KEY ACCOUNT MANAGEMENT

course type
Class/VILT

course no:
1528

Intermediate

1 DAY

Relationship Officers, Relationship Managers, Key Accounts Manager and all staff who manages a portfolio of customers

PURPOSE

Key account manager is the person, who is assigned to oversee the relationship of an account or portfolio of accounts. This course will help learners to understand the dynamics of planning and managing the full relationship between a business and its most important customers.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

• The importance of creating "Brand Value" in every customer Interaction.

• The importance of competition and market trends.

• Evaluating customer requirements and developing plans to meet requirements.

• Customer engagement – Periodicity, methods and impact.

• Moving from customer service to customer experience.

• Maximize sales referrals with sales referral strategies.

Date

Location

14 Jun

VILT

11 Oct

Dubai

10 Nov

VILT

MARKETING, SALES & CUSTOMER SERVICE

5 CBUAE CONSUMER PROTECTION LAW

course type
Class/VILT

course no:
1513

Foundation

 1 DAY



Collection staff, Relationship Managers, Account Managers
Marketing Staff

PURPOSE

Giving credit to customers may be easy, but getting it back is often a problem. To collect money from defaulting customers' needs special skills to be attained by the collection staff. This also needs a systematic process to achieve the best collection results.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Preparation for debt collection.
- Debt collection negotiation skills.
- Debtor call handling skills.
- Debt collection management.
- Debt repayment monitoring.

Date	Location
07 Mar	VILT
18 May	VILT
22 Jun	VILT
07 Sep	Sharjah
24 Oct	VILT

6 POWERFUL TELESales SKILLS

course type
Class/VILT

course no:
1508

Foundation

 1 DAY



Officials in Sales Departments, Especially in call centers

PURPOSE

Telesales is a highly effective sales channel for most banks. It is extremely important to ensure highest professionalism in dealing with the customer over the phone. The callers have a tough task of relating their product to the customer needs and closing the sales. This course will help them to be more effective in their roles.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Difference in telesales in banking vs other industries.
- Quickly the customer needs and present a solution.
- How to quickly build rapport over the phone.
- How not to sell.
- Business etiquette and ethics in telesales.

Date	Location
28 Feb	VILT
09 Mar	VILT
10 May	Dubai
02 Jun	VILT
21 Aug	AbuDhabi
02 Nov	VILT
04 Dec	VILT

7 SOCIAL MEDIA AND DIGITAL MARKETING

course type
Class/VILT

course no:
1515

Foundation

 1 DAY



Officials from Marketing Departments, Customer relations and product teams

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign and why you need a digital strategy. Social media and other digital platforms can be put to best use to ensure the boost in the visibility of the brand, effectively sell products and serve the customer.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Introduction to core principles and purpose of digital marketing.
- Strategic approach to Digital Marketing: recognizing benefits of each platform.
- Components of branding and maintaining a successful website.
- Best tools to analyze a website.
- The importance & power of Search: SEO & SEM.
- Fundamentals of Search Engine Optimization (SEO): On page SEO and Off page SEO.
- Importance of Keywords & Quality Score.
- How to generate keywords & select effective ones for a campaign.
- Fundamentals of Search Engine Marketing (SEM): Search Engine Advertising and its importance as a driver of quality traffic and leads to the website.
- Exercise: Set up a google ad.
- Social Media Marketing (SMM) : Multi - channel social media.
- strategy- leveraging uniqueness of each channel.
- Importance of content planning.
- Best tools for content planning & creation.
- Exercise: How to set up a Facebook Ad.
- Google analytics - Insights into different reports and terminologies.

Date	Location
24 Mar	VILT
09 May	VILT
07 Sep	Sharjah
17 Oct	VILT

8 EFFECTIVE SELLING TECHNIQUES

course type: Class/VILT course no: 1512

Foundation

1 DAY



Staff Members Involved in Sales Roles

PURPOSE

This program will help attendees realize the importance of successful selling techniques implementation in complimenting and emphasizing the relationship between the client and organization.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to manage the customers' expectations to maximize customer value?
- Required skills for the ideal customer service agents in order to manage customers mind set.
- Planning and preparing for the selling journey.
- Presale check list.
- Impact of first impression and first stage of the selling journey.
- Different types of selling, and the cause of the execution.
- Finalizing the sale by ensuring and maintaining customer rapport.
- The importance of product knowledge in the process of sales execution.
- Handling objections and complaints.
- Ensure constant customer satisfaction and trust.

Date	Location
26 Jan	VILT
15 Feb	VILT
15 Mar	VILT
31 May	VILT
31 Aug	VILT
26 Sep	AbuDhabi
03 Nov	VILT

9 NEGOTIATION SKILLS

Pathway code: 7025 course type: Class/VILT course no: 1519

Foundation

1 DAY



Officials in sales roles and other based on requirements

PURPOSE

Participants will understand and appreciate the nature of negotiation. Some of the key concepts that will be covered include negotiation process planning, techniques and tactics. Through group activities and case studies, participants will learn questioning, listening and summarizing skills.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- The art of negotiation.
- Differences in behavioral styles—passive, aggressive and assertive.
- Planning & preparing for negotiation.
- Negotiation strategies.
- Negotiating across cultures.
- Communication in negotiation.
- Tactics & counter tactics.

Date	Location
15 Mar	VILT
12 Apr	VILT
12 May	Dubai
28 Aug	Sharjah
25 Sep	VILT
16 Oct	VILT
15 Nov	AbuDhabi

10 BUSINESS ETIQUETTE

course type: E-Learning ELRN Code: 6210

Foundation



Open to all officials who need to develop their skills in terms of personal conduct in public and/or with customers

PURPOSE

This program will equip participants with the hidden values – and priceless potential – of image, etiquette and protocol and how they can make a difference in business by effectively employing them. The course aims at presenting and promoting yourself and your organization with precision and style.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Network for Success.
- Business etiquette global rules for a positive first impression.
- Dress code and professional attire.
- Common faux pas for men and women at their professional attire.
- Professionalism and a philosophy of life.
- Types of business receptions.
- Cross cultural orientation.
- Business etiquette as a life attitude.
- Dress code upon business social events.

MARKETING, SALES & CUSTOMER SERVICE

11

NEW BANKING PRODUCTS DEVELOPMENT

course type
Class/VILT

course no:
1511

Intermediate

1 DAY

Senior bankers involved in product management and marketing of new products and services

PURPOSE

This course will provide participants an integrated framework for the development of new banking products and financial services. This starts from idea generation and ends with successful launch and control of these products and services.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

New product strategy.

Generation and evaluation of new ideas and concepts.

Product Development.

Beta testing and product testing.

Products launch strategy.

Product life cycle.

Marketing strategies.

Case Analysis.

Date

09 Jun

Location

VILT

Date

24 Nov

Location

VILT

12

HANDLING OBJECTIONS

course type
Class/VILT

course no:
1522

Intermediate

1 DAY

Relationship Managers, ARMs and Customer Service officers who are engaged in Sales & Marketing, Relationship Management or Cross sell responsibilities

PURPOSE

Effective Handling of objections act a catalyst that supports customer decision making process. This course helps you to analyse different Customer objections and use communication techniques that realign and refocus the clients base of thought as a method to move forward.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

"Objections" – A Positive Sign.

Challenging customer sales and service scenarios.

Understand the common type of objections.

Techniques for effective objective handling.

Handling Objections – Role Plays.

Closing the deal.

Date

25 May

Location

VILT

Date

29 Jun

Location

VILT

Date

21 Sep

Location

Sharjah

Date

25 Oct

Location

VILT

13

SALES AUDIT

Pathway code
7053

course type
Class/VILT

course no:
1520

Specialization

1 DAY

Audit Departments officers

PURPOSE

This course is designed for the Audit Department undertaking a review of the Relationship and Sales Dept. Sales both internal and outsourced are the life-blood of Banks and can be subject to misrepresentation and abuse. Internal auditors will examine whether appropriate controls have been instituted.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

Market Audit-Review of Sales targets.

Review of Market Communications.

Review of Manpower resources.

Review of Sales Procedures/Retail/Wealth Management/Insurance/Treasury.

Review of Outsourced Sales.

Review of Customer Selection, Appropriateness test, Misrepresentation and Pressure.

Review of Customer Service.

Date

12 Apr

Location

VILT

Date

12 May

Location

VILT

Date

27 Sep

Location

VILT

Date

06 Nov

Location

VILT

This Course is also available as E-learning

E-Learning Code: 6010

14

ART OF CROSS SELLING

Pathway code
7024

course type
Class/VILT

course no:
1524

Intermediate

1 DAY

Customer Retention and Customer Life cycle management team, Relationship Managers, ARMs, Customer Service officers, Branch Managers and all banking officials who have either a Cross sell target or an income target

PURPOSE

Cross Selling is a Marketing Strategy that can add significant to each sales value and sustain increase revenue generation over a period of time. Cross sell along with Upsell is a Valuable Customer Retention Strategy.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

The Concept of Cross Sell and Upsell.

Why Cross Sell – importance and its benefits.

The positive relationship between Cross Selling and Customer Retention.

Common techniques in Cross Sell and Upsell.

The use of technology in Cross selling.

Date

08 Feb

Location

Dubai

Date

10 Mar

Location

VILT

Date

10 Apr

Location

VILT

Date

11 May

Location

Sharjah

Date

20 Sep

Location

VILT

Date

10 Oct

Location

VILT

Date

09 Nov

Location

AbuDhabi

15 KEY ACCOUNT MANAGEMENT

course type
Class/VILT

course no:
1528

Intermediate

1 DAY

Open to all based on relevance

PURPOSE

This programme focuses on creating a structure for account management personnel to develop a strategy to manage the critical customer relationships that ensure business success.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- he concept of Key account management and the role of the Key Account Manager.
- Tools to clearly identify your key accounts and how to segment them for.
- maximum account management impact.
- To understand the business opportunities and use cross sell and upselling opportunities.
- To be able to use techniques for achieving account goals and objectives.
- To know how to handle an account meeting and the negotiations within it.

Date	Location
14 Jun	VILT
11 Oct	Dubai
10 Nov	VILT

16 SOCIAL MEDIA AND DIGITAL MARKETING PRACTITIONER'S TRACK

course type
Class/VILT

course no:
1527

Practitioners Track

1 DAY

Marketing Professionals

PURPOSE

This course focuses on the role of digital channels in an integrated marketing campaign that has evolved over the time.

With growing power of connected customers, array of social media channels and proliferation of new digital tools, Companies need to plan, implement & integrate their digital strategy with business goals. Digital marketing and social media platforms are the solution to boost visibility of the brand and serve customers effectively in this highly competitive market space.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to develop clear and actionable business objectives for an integrated digital marketing plan.
- Search Engine Optimization (SEO): Techniques to improve On Page SEO and Off Page SEO.
- Tools and techniques to generate effective keywords.
- Search Engine Marketing: techniques to set up an effective Google Ad for.
- Tips to set up a cost-effective Social Media Marketing Ad (SMM) Exercise: Set up a Facebook & Instagram Ad.
- Google search console & Google analytics- How to analyze different reports, key performance indicators & how to track conversions.
- Importance of setting up remarketing list in digital marketing.
- Email Marketing: Importance of funnel model.
- Latest trends in Digital Marketing.

Date	Location
14 Jun	VILT
03 Nov	VILT

17 CLOSING SKILLS

course type
Class/VILT

course no:
1530

Intermediate

1 DAY

Official involved in sales roles

PURPOSE

This course aims at sharing some of the best practices and techniques program.

This course aims at sharing some of the best practices and techniques in sales and closing a transaction successfully.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- How to ask better questions to add value to customer.
- How to persuade customers with a structured approach and using psychology.
- How to handle cases without immediate close?
- How to employ a verify of closing techniques depending on the customer's response and the nature of the interaction?.

Date	Location
13 Jun	VILT
30 Jun	VILT
28 Sep	AbuDhabi

MARKETING, SALES & CUSTOMER SERVICE

18 CUSTOMER JOURNEY MAPPING

course type
Class/VILT

course no:
1531

Specialization



1 DAY



Open to all based on relevance

PURPOSE

A customer journey map is a graphical representation of the stage's customers take when they interact with an organization, whether it's through a product, an online experience, a retail experience, a service, or any combination of these. As the number of touchpoints increases a customer journey map becomes increasingly difficult but essential.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Identify and understand key customer segments.
- Develop a detailed customer journey for these segments.
- Understand what key customer journeys drive the business.

Date	Location
16 Mar	VILT
14 Apr	VILT
24 May	Dubai
29 Aug	VILT
28 Sep	VILT
31 Oct	AbuDhabi

19 CBUAE CONSUMER PROTECTION FOR SALES

course type
Class/VILT

course no:
1014

Specialization



1 DAY



Open to all based on relevance

PURPOSE

Consumer Protection has far-reaching implications for many activities in the financial services sector. UAE Central Bank has issued Consumer Protection Regulation (Circular No 8.2020). This Principles based structure of the regulation must be complied by all Licensed Financial Institutions. This course focus on the requirements to be complied by the Retail Banking – Frontline Sales personnel.

LEARNING OBJECTIVES

After the completion of this course, the learner should be able to understand:

- Why this regulation is important for you?
- Key Fact Statement.
- The three stages of information, Communication and disclosure.
- Responsibilities in Sales solicitation, Pricing, Advertising and Promotional Activities.
- Cooling-off period, Consumer Mobility, Consumer Consent.
- Bundling of Products, Dealing with authorised agents.
- Conflict of Interest, Dealing with Financially Distressed Consumers, Communication with Consumers.
- Express Consent, Sharing of Information with Authorised agencies & Credit agencies, Retention of records, Fraud Management.
- Consumer assessment & Affordability, Fees & Commissions.
- Complaint Management Process.
- General Awareness on Consumer Education, Inclusion of Vulnerable groups & People of Determination.

Date	Location
13 Feb	VILT
13 Mar	VILT
21 Apr	VILT
16 Jun	AbuDhabi
15 Sep	VILT
17 Nov	Sharjah

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معهد الإمارات للدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies



16

**BUSINESS
COMMUNICATION**

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BUSINESS COMMUNICATION

The new blended learning Business Communication category is designed for intermediate to advanced level English-speaking professionals. It aims to help learners develop their language and communication skills to work effectively with clients and colleagues at work. Learners will acquire workplace vocabulary; speaking and presentation skills related to clarity and fluency in formal and informal exchanges; collaboration skills; and the ability to compose common forms of business writing.

Through E-learning content, class discussions, writing practice, collaborative tasks, and presentations, learners will gain the vocabulary as well as the reading, writing, speaking, and listening skills required to communicate successfully at work.

Business communication courses

1. Business writing (1)
2. Writing proposals & reports (1)
3. Communicating across cultures (1)
4. Creating engaging presentations (2)
5. Professional email correspondence (1)
6. Crafting persuasive messages (1)
7. Delivering speeches or presentations (1)

English communication: E-Learning

1. English Grammar: The Four Present Tenses
2. English Grammar: The Four Past Tenses
3. English Grammar: The Four Future Tenses
4. English Grammar: Modal Verbs
5. English Grammar: Conditionals
6. Effective Reading Strategies



BUSINESS COMMUNICATION

1 BUSINESS WRITING

course type
Flipped

course no:
1529

Specialization

1 DAY

Junior and Mid Level

PURPOSE

Refine writing skills related to the planning, composing and editing of business documents.

COURSE LEARNING OUTCOMES

- Plan and compose written messages.
- Proofread and revise business documents.
- Compose professional document in small groups.

E-LEARNING CONTENT

- Introduction to planning and composing content.
- Compose a business email (peer edited during live session).

LIVE CLASS CONTENT

- Introduction to planning and composing content.
- Compose a business email (peer edited during live session).

Date	Location
23 Mar	VILT
30 May	Dubai
06 Jul	AbuDhabi
07 Sep	VILT
11 Oct	VILT
08 Nov	Sharjah
06 Dec	VILT

2 WRITING PROPOSALS & REPORTS

course type
Flipped

course no:
1318

Specialization

1 DAY

Junior and Mid Level

PURPOSE

To show you how to write a formal report and how to put together the kind of proposal that often precedes a formal report. Show how to write a progress report.

COURSE LEARNING OUTCOMES

- Evaluate effectiveness of varied proposals and reports.
- Create visuals and data displays.
- Site research sources and other documentation.

E-LEARNING CONTENT

- Guid lines for creating effective visual and data displays.
- Analyze data and information for reports.

LIVE CLASS CONTENT

- Write progress reports.
- Write formal reports.
- Write proposals.

Date	Location
11 Apr	Dubai
11 May	VILT
01 Jun	Sharjah
29 Aug	VILT
26 Sep	AbuDhabi
23 Oct	Dubai
22 Nov	VILT

3 COMMUNICATING ACROSS CULTURES

course type
Flipped

course no:
1315

Specialization

1 DAY

Junior and Mid Level

PURPOSE

Recognize the complexity of intercultural communication and how to communicate impactfully with colleagues and clients from differing cultural backgrounds.

COURSE LEARNING OUTCOMES

- Explain differences between high and low context cultures.
- Analyze cultural dimensions using Hofstede's Theory.
- Compare and contrast cultural values, beliefs and practices.

E-LEARNING CONTENT

- Introduction to Hofstede's Theory of high and low context cultures.
- Describe when culture played a role in a miscommunication at work (case study discussed during live session).

LIVE CLASS CONTENT

- Analyze and discuss case studies related to cross cultural communication.
- Proofread and edit documents lacking cultural competency.

Date	Location
01 Mar	VILT
17 May	Dubai
18 Sep	VILT
21 Nov	VILT

4 CREATING ENGAGING PRESENTATIONS

course type
Flipped

course no:
1649

Intermediate

1 DAY

Junior and Mid Level

PURPOSE

Organize and create PowerPoint presentations with appropriate structure and visuals.

COURSE LEARNING OUTCOMES

- Construct varied purpose statements for oral presentations.
- Plan and organize structure and strategy for presentations.
- Choose applicable content and visuals for PowerPoint presentations.

E-LEARNING CONTENT

- Introduction to purpose statements, organization and structure strategies for PowerPoint presentations.
- Prepare a focused -5minute PowerPoint presentation presentation revised during live session.

LIVE CLASS CONTENT

- Discuss organizational flow and effective visuals.
- Peer edit PowerPoint presentations.

Date	Location
07 Mar	VILT
29 Mar	Dubai
16 May	Sharjah
07 Jun	VILT
12 Sep	AbuDhabi
10 Oct	VILT
13 Nov	VILT

5 PROFESSIONAL EMAIL CORRESPONDENCE

course type
Flipped

course no:
1314

Intermediate

1 DAY

Open to all based on requirement

PURPOSE

Improve professional correspondence and business email etiquette through practice and proofreading.

COURSE LEARNING OUTCOMES

- Distinguish between appropriate and inappropriate email etiquette.
- Compose emails with formal words, verbs and phrases.
- Compose positive and negative messages with appropriate technology.

E-LEARNING CONTENT

- Introduction to formal words, verbs and phrases to use in emails.
- Compose business email with formal language (revised during live session).

LIVE CLASS CONTENT

- Peer edit and revise business emails.
- Discuss email etiquette and appropriateness of technology when communicating.

Date	Location
28 Mar	Dubai
27 Apr	VILT
25 May	Sharjah
27 Jun	VILT
24 Aug	VILT
21 Sep	AbuDhabi
17 Oct	Sharjah

6 CRAFTING PERSUASIVE MESSAGES FOR MANAGERS

course type
Flipped

course no:
1316

Specialization

1 DAY

Team Leaders, Managers

PURPOSE

To understand what makes message persuasive and to learn how to develop more persuasive messaging in business settings.

COURSE LEARNING OUTCOMES

- Compare and contrast differing persuasive strategies.
- Write persuasive problem-solving messages.
- Apply varied tone and variety in persuasive message .

E-LEARNING CONTENT

- Analyse persuasive situations.
- Investigate tone in persuasive messages.

LIVE CLASS CONTENT

- Choosing a persuasive strategy.
- Make persuasive direct requests.
- Solving a sample problem.

Date	Location
06 Mar	VILT
09 May	VILT
21 Jun	Dubai
14 Sep	VILT
30 Oct	Sharjah
28 Nov	VILT

BUSINESS COMMUNICATION

7 DELIVERING SPEECHES OR PRESENTATIONS

course type
Flipped

course no:
1317

Intermediate 

 1 DAY



Open to all based on requirement

PURPOSE

Improve ability to deliver engaging and meaningful presentations by practicing effective body language and audience engagement.

COURSE LEARNING OUTCOMES

- Employ appropriate body language for oral presentations.
- Plan how to incorporate your audience.
- Practice giving oral presentations using PowerPoint.

E-LEARNING CONTENT

- Introduction to effective and ineffective body language for presentations.
- Prepare a focused -5minute PowerPoint presentation (presented during live session).

LIVE CLASS CONTENT

- Rehearse PowerPoint presentation with effective body language and audience engagement.
- Receive feedback on impactfulness of presentation.

Date	Location
14 Mar	VILT
13 Apr	Dubai
23 May	Sharjah
14 Jun	AbuDhabi
19 Sep	Dubai
16 Oct	Sharjah
20 Nov	AbuDhabi

ENGLISH COMMUNICATION

1 ENGLISH GRAMMAR: THE FOUR PRESENT TENSES

Intermediate

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four present tense verb forms in English: present simple, present continuous, present perfect and present perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

2 ENGLISH GRAMMAR: THE FOUR PAST TENSES

Intermediate

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four past tense verb forms in English: past simple, past continuous, past perfect and past perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

3 ENGLISH GRAMMAR: THE FOUR FUTURE TENSES

Intermediate

Purpose

The purpose of this course is to give learners a general refresher on the form and function of the four future tense verb forms in English: future simple, future continuous, future perfect and future perfect continuous.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

4 ENGLISH GRAMMAR: MODAL VERBS

Intermediate

Purpose

The purpose of this course is to give learners a general refresher on the form and function of modal verbs in English: modals verbs of ability, permission, advice, possibility and probability.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

5 ENGLISH GRAMMAR: CONDITIONALS

Intermediate

Purpose

The purpose of this course is to give learners a general refresher on the form and function of conditionals in English: zero conditional, type 3 ,2 ,1 and mixed conditionals.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Recognize and identify parts of a sentence (subject and predicate).
- Identify correct and incorrect uses of grammar.
- Apply grammar rules to compose examples.

6 EFFECTIVE READING STRATEGIES

Intermediate

Purpose

The purpose of this course is to improve learners' reading skills. This includes how to efficiently skim and scan texts for information, as well as quickly identifying the main idea and supporting details in any text.

LEARNING OUTCOME

After the completion of this course, the learners should be able to understand:

- Use pre-reading skills to activate schema and predict content.
- Recognize transition signals to determine patterns of organization and details in texts.

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NATIONAL QUALIFICATIONS

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NATIONAL QUALIFICATIONS

This award aims to provide the knowledge, skills and competencies required for Retail Banking professionals to provide effective retail banking sales and operations services to existing and prospective bank customers. The award also provides learners with an in depth understanding of the technological disruption in the banking sector and the financial regulations and control necessary to effectively deliver products and services that meet the needs of their customers.

CERTIFIED RETAIL BANKER

The “Level 5 Award in Certified Retail Banker” involves the knowledge, skills, and competencies of three National Qualification Awards:



Learners will be required to complete the three awards to achieve the Certified Retail banker qualification. However, they can also choose to take the qualifications individually. All the awards have been designed, developed and verified by RNDP and sub committees of industry experts and have been approved by the National Qualifications Authority.

TARGETED AUDIENCE:

- Individuals aspiring to work in retail bank environment within the sales, service and operations departments.
- Bank employees with up to 5 years work experience retail bank environment within the sales, service and operations departments, who are looking forward to enriching their skills.

PRE REQUISITES:

- Working knowledge of English Language to meet the requirements of the Award.
- Diploma or Bachelor's Degree holders. or individuals with 3 years of banking experience.

DURATION:

- Program start date: (7 weeks) including classroom sessions & assessments
- No. of Classroom sessions – 15 days
- No. of Assessment sessions - 7 days (Assessment time may vary for each module. For some modules assessment time could be 1 - 2 hrs only).

DURATION:

- Exclusive delivery and assessment methods have been adopted to measure the learning outcomes and performance criteria.
- Job shadowing, guest speakers, professional discussions, assignments, projects and portfolio development are allocated in notional hours.

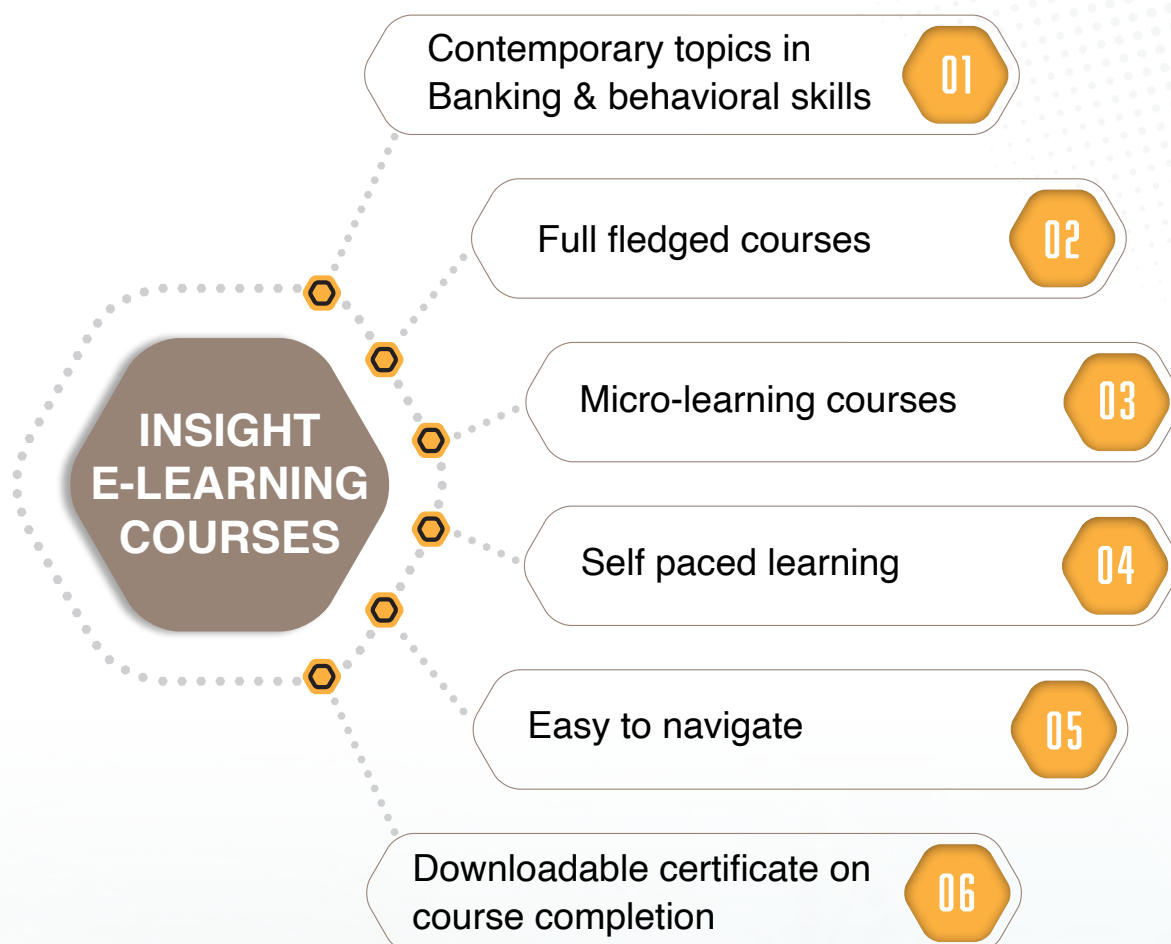
E-LEARNING

17

INSIGHT E-LEARNING PROGRAMS

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INSIGHT



COURSE COVERAGE AREAS

 FinTech & Data Analytics	Risk Management	
 Corporate Banking & Credit Management	Islamic Banking	
 Treasury & Investments	Personal Development, Management & Leadership	
 Trade Finance	Quality & Business Transformation	
 Compliance & Anti Money Laundering	Business Communication	

INSIGHT E-LEARN PROGRAMS



CREDIT MANAGEMENT & CORPORATE BANKING	ELRN Code	Course Type	Domain
1. Risk Adjusted Return on Capital (RAROC).	6062	Micro Course	Specialization ■■■
2. Credit Analysis using Du Pont Model : Focused Lecture Series.	6011	Micro Course	Intermediate ■■■
3. Early Warning Indicators for Problem Loans.	6061	Micro Course	
4. Corporate Banking Credit.	6279	Micro Course	
5. Understanding Income Statement, Balance Sheet and Financial Ratio.	6257	Micro Course	
6. Balance Sheet Analysis.	6278	Micro Course	
7. Corporate Banking no Credit.	6280	Micro Course	
8. Financial Ration.	6283	Micro Course	
9. Income Statement Analysis.	6284	Micro Course	
10. Syndicated Loans.	6203	E-Learn Course	Specialization ■■■
11. Accounting for Non Accountants.	6204	E-Learn Course	Foundation ■■■
12. Identifying Red Flags using Financial Statements.	6205	E-Learn Course	
13. Cash flow statement Analysis.	6335	E-Learn Course	

FINTECH & ANALYTICS	ELRN Code	Course Type	Domain
1. Dashboard using Tableau Public.	6232	Micro Course	Specialization ■■■
2. Presenting Data Effectively using Pivot Table and Charts : Focused Lecture Series.	6009	Micro Course	Intermediate ■■■
3. Data Driven Decision Making.	6065	Micro Course	
4. Excel: Effective Data Presentation using Charts.	6072	Micro Course	
5. Excel: A Beginners Guide on using Excel.	6095	Micro Course	
6. Excel: A Beginners Guide to Macros - Focused Lecture Series.	6118	Micro Course	
7. Introduction to Cryptocurrencies - Focused Lecture Series.	6127	Micro Course	
8. Future of Banking: Embracing Technology Disruption.	6008	E-Learn Course	Foundation ■■■
9. Fintech 101.	6134	E-Learn Course	
10. Excel Primer.	6216	E-Learn Course	
11. Beginners guide on Power BI for Visualization.	6329	Micro Course	
12. Beginners Guide on Statistics for Bankers.	6330	Micro Course	
13. Using Numpy in Python.	6311	Micro Course	
14. Basics of Python.	6310	Micro Course	
15. Using pandas in Python.	6312	Micro Course	
16. Predictive Analytics Measurements in Excel.	6331	Micro Course	
17. Data Cleaning and Organizing using Excel.	6332	Micro Course	
18. Advance Chart Options in Excel.	6333	Micro Course	
19. Creating Advance Charts using Python part 1.	6313	Micro Course	
20. Creating Advance Charts using Python part II.	6314	Micro Course	
21. Regression Analysis using Python.	6334	Micro Course	

HUMAN RESOURCES MANAGEMENT & LEADERSHIP PROGRAMS	ELRN Code	Course Type	Domain
1. Leadership/Management - 20/80 Principle.	6291	Micro Course	Intermediate ■■■
2. Introduction to Neuro Linguistic Programming.	6292	Micro Course	Foundation ■■■
3. Work life balance.	6133	E-Learn Course	

IFRS-9 HIGHLIGHTS FOR CREDIT PROFESSIONAL - FOCUSED LECTURE SERIES

ELRN Code Course Type Domain

1. IFRS - 9 Highlights for Credit Professional - Focused Lecture Series.

6074

Micro Course

Specialization ■■■

SALES & MARKETING

ELRN Code Course Type Domain

1. Art of Cross Selling: Focused Lecture Series.

6010

Micro Course

Foundation ■■■

ISLAMIC BANKING

ELRN Code Course Type Domain

1. Islamic Cryptocurrency.

6305

Micro Course

Specialization ■■■

2. Islamic Credit Cards - Focused Lecture Series.

6073

Micro Course

3. Islamic Banking Investment Products - Focused Lecture Series.

6117

Micro Course

4. Sukuk.

6215

Micro Course

5. Personal Financing Through Commodity Murabaha.

6296

Micro Course

6. Shari'ah Compliance Guidelines for Islamic Products & Transactions.

6295

Micro Course

7. Vehicle Murabaha.

6294

Micro Course

8. AAOIFI Shari'ah Standard on Ijarah.

6221

Micro Course

9. Islamic Personal Finance Products - Focused Lecture Series.

6308

Micro Course

10. AAOIFI Shari'ah Standard on Murabahah.

6222

E-Learn Course

11. Islamic Asset Products.

6213

E-Learn Course

12. Islamic Liability Products.

6214

E-Learn Course

13. Introduction to Islamic Banking.

6212

E-Learn Course

Intermediate ■■■

Foundation ■■■

QUALITY MANAGEMENT PROGRAM

ELRN Code Course Type Domain

1. Research Methodology for Business Research.

6064

Micro Course

Intermediate ■■■

2. Basics of Quality.

6307

Micro Course

3. Process Map.

6298

Micro Course

4. Process Calculations.

6299

Micro Course

5. Pareto Chart.

6301

Micro Course

6. Histogram.

6300

Micro Course

7. Hypothesis Testing.

6302

Micro Course

8. Control Chart.

6304

Micro Course

9. Gantt Chart.

6317

Micro Course

10. Seven Tools of Quality.

6200

E-Learn Course

Foundation ■■■

Intermediate ■■■

TRADE FINANCE

ELRN Code Course Type Domain

1. Trade Finance Documents Examination.

6286

Micro Course

2. Documentary Collections.

6287

Micro Course

Intermediate ■■■

3. Trade Finance Masterclass.

6202

E-Learn Course

Masterclass ■■■

4. Bank Guarantees.

6007

E-Learn Course

5. Incoterms.

6014

E-Learn Course

Intermediate ■■■

6. Trade Finance Primer.

6201

E-Learn Course

INSIGHT E-LEARN PROGRAMS

RISK & COMPLIANCE	ELRN Code	Course Type	Domain
1. Sanctions.	6142	Micro Course	Specialization ■■■
2. Financial Crimes in Banks - Focused Lecture Series -Internal Fraud.	6119	Micro Course	Intermediate ■■■
3. Methods of Money Laundering - Focused Lecture Series.	6125	Micro Course	
4. Money Laundering Red Flag.	6140	Micro Course	
5. Anti-money Laundering Risk Based Approach.	6141	Micro Course	
6. Probability of Default.	6285	Micro Course	
7. Bond Duration &Convexity.	6265	Micro Course	
8. Property Insurance.	6290	Micro Course	
9. VaR.	6277	Micro Course	
10. Risk Appetite& Risk Tolerance.	6275	Micro Course	
11. Role of FATF and FSRBs.	6254	Micro Course	
12. Cheque Fraud Prevention.	6228	Micro Course	
13. Credit Card Fraud Prevention.	6229	Micro Course	
14. European Union Directives.	6239	Micro Course	
15. Financial Intelligence Units (FIU).	6240	Micro Course	
16. Identity Crime.	6242	Micro Course	
17. Politically Exposed Persons (PEPs).	6253	Micro Course	
18. Ultimate Beneficial Ownership (UBO).	6256	Micro Course	
19. Financial Crimes in Banks – Series 2 – How Strong is your Password ?	6132	Micro Course	
20. FTP.	6268	Micro Course	
21. Malware and Ransomware.	6251	Micro Course	
22. Phishing.	6252	Micro Course	
23. Swim Swap.	6258	Micro Course	
24. EAD & LGD (Expose at Default & Loss Given Default).	6281	Micro Course	Specialization ■■■
25. Operational Risk Management.	6012	E-Learn Course	Intermediate ■■■
26. Key Risk Indicators in Risk Management.	6218	E-Learn Course	
27. GOAML & STR.	6288	E-Learn Course	
28. ICAAP.	6269	E-Learn Course	Foundation ■■■
29. Introduction to Financial Crimes.	6217	E-Learn Course	
30. AML for Non Compliance Staff.	6219	E-Learn Course	Intermediate ■■■
31. Anti-Bribery & Corruption.	6328	Micro Course	

PERSONAL DEVELOPMENT, MANAGEMENT & LEADERSHIP SKILLS	ELRN Code	Course Type	Domain
1. Working from Home: Tips and Tricks.	6060	Micro Course	Intermediate ■■■
2. Staying Positive During Disruptive Time.	6063	Micro Course	
3. Overcoming Procrastination - Focused Lecture Series.	6076	Micro Course	
4. English Punctuation - Focused Lecture Series.	6120	Micro Course	
5. Creating Good Will With Emails - Focused Lecture Series.	6124	Micro Course	
6. Introduction to Mindfulness.	6130	Micro Course	
7. The Happy Life.	6131	Micro Course	
8. Productive Presentations.	6139	Micro Course	
9. Business Email Essentials.	6263	Micro Course	
10. Enhancing Email Word Choice.	6262	E-Learn Course	
11. Coaching Skills for Managers.	6001	E-Learn Course	
12. Personal Branding.	6013	E-Learn Course	
13. Managing Stress at Workplace.	6003	E-Learn Course	Foundation ■■■
14. Managing Multiple Task, Priorities & Deadlines.	6006	E-Learn Course	
15. Getting Most Out of Your 24 Hours.	6211	E-Learn Course	
16. Business Etiquette.	6210	E-Learn Course	

TREASURY AND INVESTMENTS	ELRN Code	Course Type	Domain
1. Introduction to Swap Contracts.	6273	Micro Course	Specialization ■■■ Intermediate ■■■ Foundation ■■■
2. How to Protect Your Investment Portfolio from a Market Crash - Focused Lecture Series.	6075	Micro Course	
3. Technical Analysis Series (Technical Analysis & Dow Theory) - Focused Lecture Series.	6122	Micro Course	
4. Technical Analysis Series (Types of Charts and Candlestick Patterns) - Focused Lecture Series.	6123	Micro Course	
5. Technical Analysis Tools: Part 1.	6137	Micro Course	
6. Types of Bonds.	6276	Micro Course	
7. Option Pricing.	6274	Micro Course	
8. Bond Yield Curves Analysis.	6266	Micro Course	
9. Introduction to Futures Contracts.	6272	Micro Course	
10. Futures Pricing, Margining and Settlement Process.	6260	Micro Course	
11. Credit Derivatives.	6261	Micro Course	
12. Black Swan Events.	6264	Micro Course	
13. Bond Yield.	6267	Micro Course	
14. Industry Regulation.	6243	Micro Course	
15. Derivatives.	6005	E-Learn Course	
16. Debt Capital Markets (DCM) & Fixed Income.	6209	E-Learn Course	
17. Introduction to Option Contracts.	6270	E-Learn Course	
18. Introduction to Forward Contracts.	6271	E-Learn Course	
19. Foreign Exchange Primer.	6206	E-Learn Course	
20. Treasury Insights for Non Treasury Staff.	6207	E-Learn Course	Foundation ■■■
21. Time Value for Money Applications.	6208	E-Learn Course	

ENGLISH	ELRN Code	Course Type	Domain
1. English Grammar: The Four Present Tenses.	6322	Micro Course	Intermediate ■■■
2. English Grammar: The Four Past Tenses.	6323	Micro Course	
3. English Grammar: The Four Future Tenses.	6324	Micro Course	
4. English Grammar: Modal Verbs.	6325	Micro Course	
5. English Grammar: Conditionals.	6326	Micro Course	
6. Effective Reading Strategies.	6327	Micro Course	

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ACADEMIC PROGRAMS

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ACADEMIC PROGRAMS



1. BSC BANKING & FINANCE

The Bachelors of Science in Banking & Finance introduces students to the fundamentals of banking & finance and provides them with the skills necessary for a broad understanding of the theoretical and practical aspects of the banking & finance sectors within a global economy characterized by continuous development, innovation, competition and change. The Bachelor of Science in Banking & Finance is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

2. BSc BANKING & FINANCE ACCOUNTING SPECIALIZATION

The Bachelor of Science (BSc) in Banking & Finance Accounting Specialization prepares students for success in various accounting careers in corporate accounting, public accounting, governmental accounting, & not-for-profit accounting. Students gain the theoretical knowledge, practical skills, and research skills needed to address complex accounting issues. The Bachelor of Science in Banking & Finance Accounting Specialization is a 120 credit hour, 4-year program; accredited by the Ministry of Higher Education & Scientific Research.

3. DIPLOMA IN ISLAMIC BANKING

The Diploma in Islamic Banking is the first of its kind in the region and caters the imperative requirement of the fast growing Islamic Finance industry. With around 20% of the UAE banking operations being offered by islamic financial institutions, the program provides expertise and skills in Islamic banking products and operations. The Islamic Banking Diploma is a 60 credit hour, 2 year program; both locally and internationally accredited by the Ministry of Higher Education & Scientific Research in UAE and Finance Accreditation Agency (FAA) in Malaysia.



FEE STRUCTURE FOR THE ACADEMIC PROGRAMS

Fees Structure for Bachelor Programs:

Bachelor Fees	Program	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE	
			Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates		40	95,000	2,375	114,000	2,850

Fees Structure for Diploma Programs:

Diploma Program Fees	Total Courses	Members/Bankers UAE/GCC Nationals		Non UAE/GCC Nationals	
		Full Program (AED)	Individual Course Fees (AED)	Full Program (AED)	Individual Course Fees (AED)
Published Rates	20	29,160	1,458	36,000	1,800

Registration Fee = AED 500 + 2000 Advance tuition fee.

IELTS Fees:

First Semester	6 classes per week + exam	AED 3500
Second Semester	4 classes per week	AED 2600

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LEADERSHIP
PROGRAMS

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OXFORD- EIBFS LEADERSHIP PROGRAM

STRATEGIC LEADERSHIP IN THE ERA OF DISRUPTION



Strategic Leadership in the Era of Disruption

Tech disruption, digital platforms and ecosystems	Disruption and strategy	Leading innovation	Strategic alignment
Orchestrating winning performance in financial services	Rise of Fintech and the future of banking	Wicked problems and clumsy solutions	Developing strategic agility
Leading change	Group dynamics and leadership influence	Leadership body language: Projecting yourself as leader	Dealing with the storm of industry disruption

STRATEGIC LEADERSHIP IN THE ERA OF DISRUPTION

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COURSE HIGHLIGHTS

This is a two weeks residential program at University of Oxford that aims at developing leaders who can lead businesses in the disruptive era. This is a unique program which focuses on three overarching themes of industry disruption, strategic focus and leadership. This course assumes special significance at a time when the banking industry is characterized by digital disruption, cost pressures mergers etc. This program comes with the Oxford Business Alumni benefits.

COURSE HIGHLIGHTS

- How to develop the mind of a strategist in a disrupted industry.
- How to develop strategic competence of leaders such a strategic alignment.
- Understanding technology disruption, and balancing competing strategic demands.
- How to focus on important leadership competencies such as aligning operations and people with strategy.
- How to lead change and innovation in your organization.

TARGET AUDIENCE

This course is targeted at business heads or candidates who are being groomed for such roles in the future.

DURATION

2 weeks residential at Oxford University delivered by the world class Oxford Faculty.

DIGITAL TRANSFORMATION LEADERSHIP

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COURSE HIGHLIGHTS

Digital technologies and digital trends have become the core of almost every industry. The key drivers like new channels & touch points, new devices, diverse data, smart data, new competitors, social networks & social media, augmented reality, artificial intelligence, robotics, and IoT are transforming the industry. As businesses, you can only 'create value' and drive 'profitable growth' if you understand not only what customers 'need' but also what customers really 'want'. This strategic program meant for business leaders aims at delivering value for their organizations and clients.

COURSE HIGHLIGHTS

- How to enhance traditional strategy frame works with innovative digital approaches to create outstanding digital experiences.
- Formulate and communicate a digital strategy to create value and profitable growth.
- Understand the power of data in a digital world.
- Embrace innovation, remain flexible & agile, and be entrepreneurial to capture and apply profitable and new opportunities.
- Identify Key Digital Levers to (co)-create and capture value by leveraging digital trends and new technologies.
- Recognize digital threats and opportunities.

TARGET AUDIENCE

This course is targeted at Senior leaders and business heads.

DURATION

4 days at INSEAD Abu Dhabi campus.

EIBFS 'LEADER' FRAMEWORK

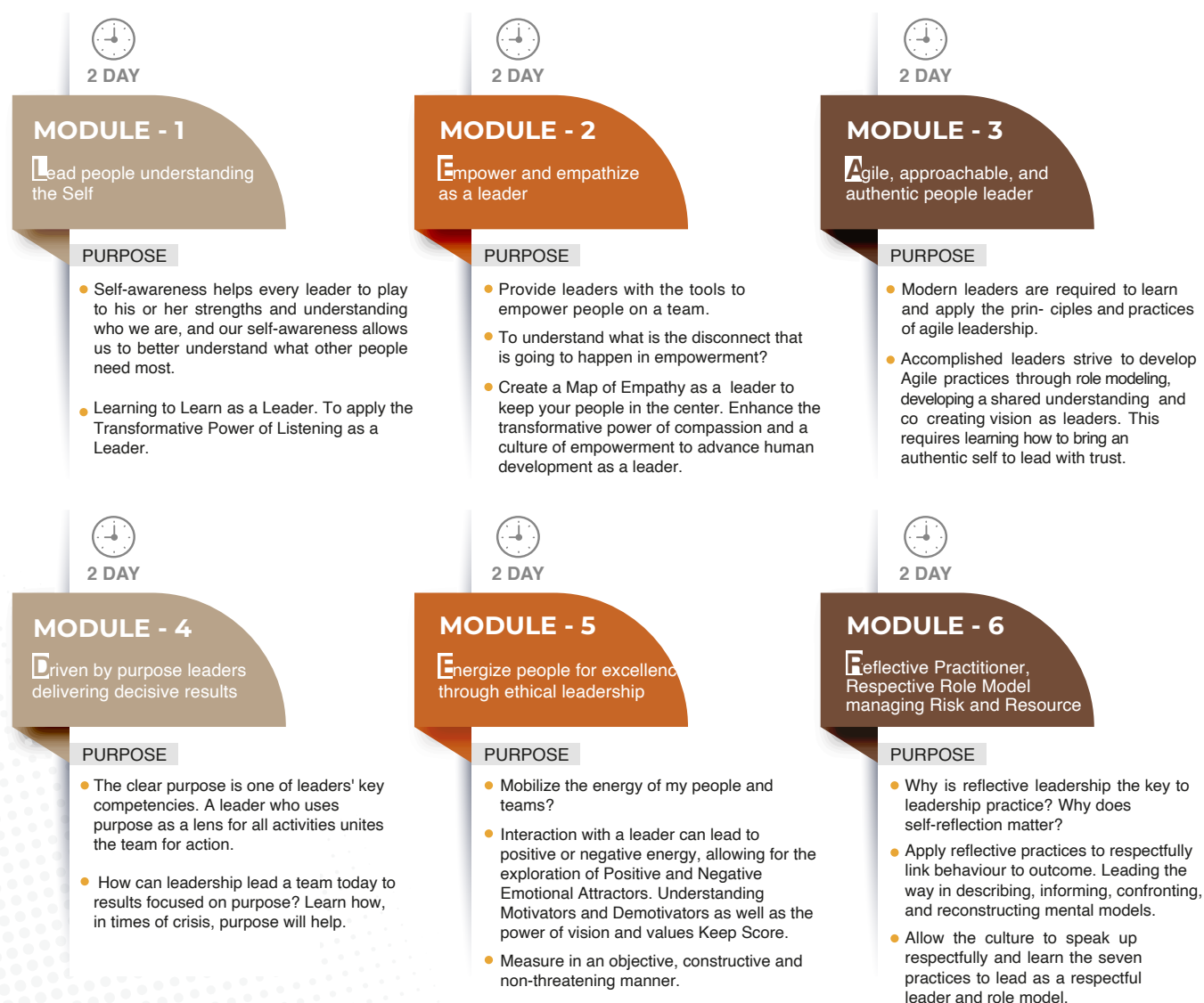
EIBFS in partnership with Oxford University can create bespoke tailor made strategy and leadership programs for your organization some of the areas include:

- Strategy domain
- Digital Transformation
- Data driven strategy
- Leadership programs

TARGET AUDIENCE

- This a program for individuals who have at least 3 year managerial exposure.
- Completion of all the modules lead to the EIBFS – Certified Professional LEADER “Award.” (This can be done over a period of two years)
- Potential titles of eligible candidates – Manager / Senior Manager / Assistant Vice President / Team Leader / Lead / Vice President / Head etc.

PROGRAM STRUCTURE





LOCATION

Abu Dhabi



معهد الدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Abu Dhabi Campus

Located on the Mouroor Street, EIBFS Building

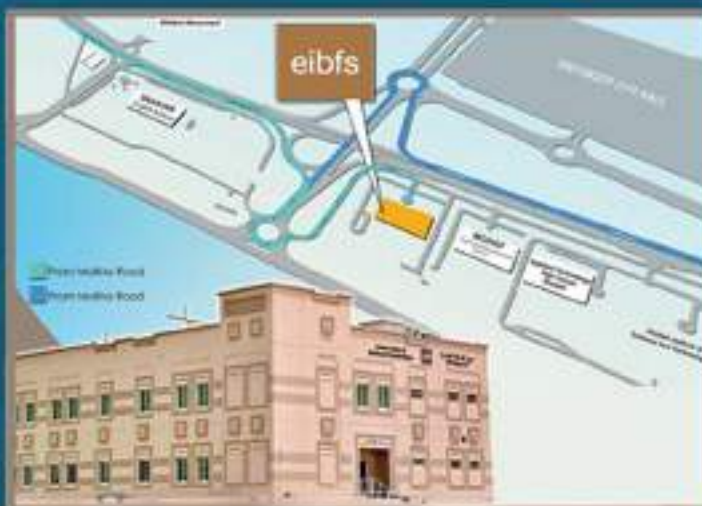
Tel: (02) 4464666, Fax: (02) 4435222

P.O Box 7108, Abu Dhabi, UAE,

Email: admin@eibfs.com

www.eibfs.com

Sharjah



معهد الدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Sharjah Campus

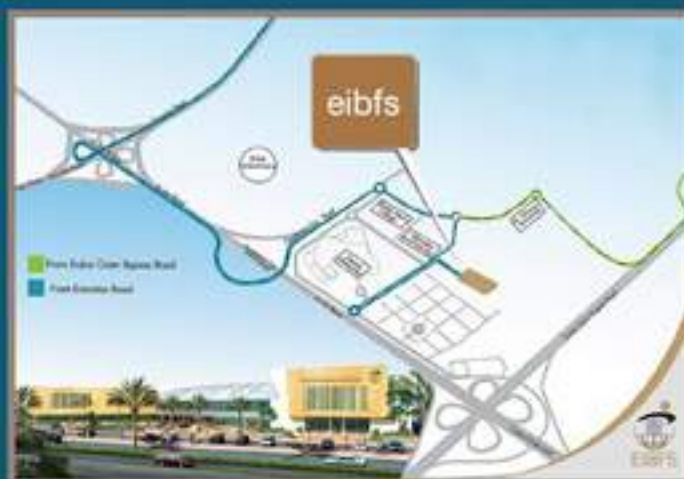
Located in Sharjah University City,
Maisha Road, Opposite University City Hall

Tel: (6) 5728880, Fax: (6) 5723983

P.O Box 4166, Sharjah, UAE

www.eibfs.com

Dubai



معهد الدراسات المصرفية والمالية
Emirates Institute for Banking and Financial Studies

Dubai Campus

Located in the Academic City, Al Ruwayyah Road
Opposite Zayed University, EIBFS Building

Tel: (4) 8070444, Fax: (4) 3206644

P.O Box: 341400, Dubai, UAE

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